

April 2005

# Tracker

Measures of Departmental Performance



Missouri Department of  
Transportation





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# Mission

Our mission is to provide a world-class transportation experience that delights our customers and promotes a prosperous Missouri.



**Pete K. Rahn, Director  
Missouri Department of  
Transportation**

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# About the Tracker

MoDOT's Tracker is a tool to assess how well we deliver services and products to our customers. Much like a GPS tracking system, this tool can only show the direction in which the department is headed. We must determine if it is going in the right direction to best serve our customers.

MoDOT's Mission and Value Statements provide the basis for the Tracker. The 18 results are outcomes that our customers expect to see as we fulfill our mission. Each performance measure listed on the Tracker is designed to help us focus on successfully achieving these results. The Tracker will be published quarterly to ensure accountability and allow our customers to see the progress we are making toward those results that they expect.



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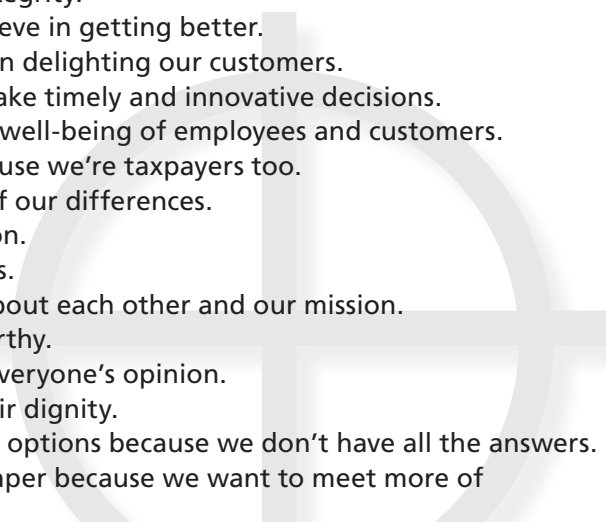
# Tangible Results

- Uninterrupted Traffic Flow
- Smooth & Unrestricted Roads and Bridges
- Safe Transportation System
- Roadway Visibility
- Personal, Fast, Courteous & Understandable Response to Customer Requests (in-bound)
- Partner With Others to Deliver Transportation Services
- Leverage Transportation to Advance Economic Development
- Innovative Transportation Solutions
- Fast Projects That Are of Great Value
- Environmentally Responsible
- Efficient Movement of Goods
- Easily Accessible Modal Choices
- Customer Involvement in Transportation Decision-Making
- Convenient, Clean & Safe Roadside Accommodations
- Best Value For Every Dollar Spent
- Attractive Roadsides
- Advocate for Transportation Issues
- Accurate, Timely, Understandable & Proactive Transportation Information (out-bound)

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# Value Statements

MoDOT will -

- support and develop employees because we believe they are the key to our success.
  - be flexible because we believe one size does not fit all.
  - honor our commitments because we believe in integrity.
  - encourage risk and accept failure because we believe in getting better.
  - be responsive and courteous because we believe in delighting our customers.
  - empower employees because we trust them to make timely and innovative decisions.
  - not compromise safety because we believe in the well-being of employees and customers.
  - provide the best value for every dollar spent because we're taxpayers too.
  - value diversity because we believe in the power of our differences.
  - be one team because we all share the same mission.
  - use teamwork because it produces the best results.
  - foster an enjoyable workplace because we care about each other and our mission.
  - be open and honest because we must be trustworthy.
  - listen and seek to understand because we value everyone's opinion.
  - treat everyone with respect because we value their dignity.
  - seek out and welcome any idea that increases our options because we don't have all the answers.
  - always strive to do our job better, faster, and cheaper because we want to meet more of Missouri's needs.
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- **Please Note:** Tangible Results are listed in reverse alphabetical order, not by importance.





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# Uninterrupted Traffic Flow

*Tangible Result Driver – Don Hillis,  
Director of Operations*

Missouri drivers expect to get to their destinations in a timely, uninterrupted manner. Congestion, changes in weather, work zones and highway incidents can all impact their travels. MoDOT works to ensure that motorists travel as efficiently as possible on the state system by better managing work zones, snow removal and highway incidents, and by using the latest technology to inform motorists of possible delays and available options. Better traffic flow means fewer crashes.



## Uninterrupted Traffic Flow

### *Average travel time on selected sections of roadways*

**Results Driver:** Don Hillis, Director of Operations

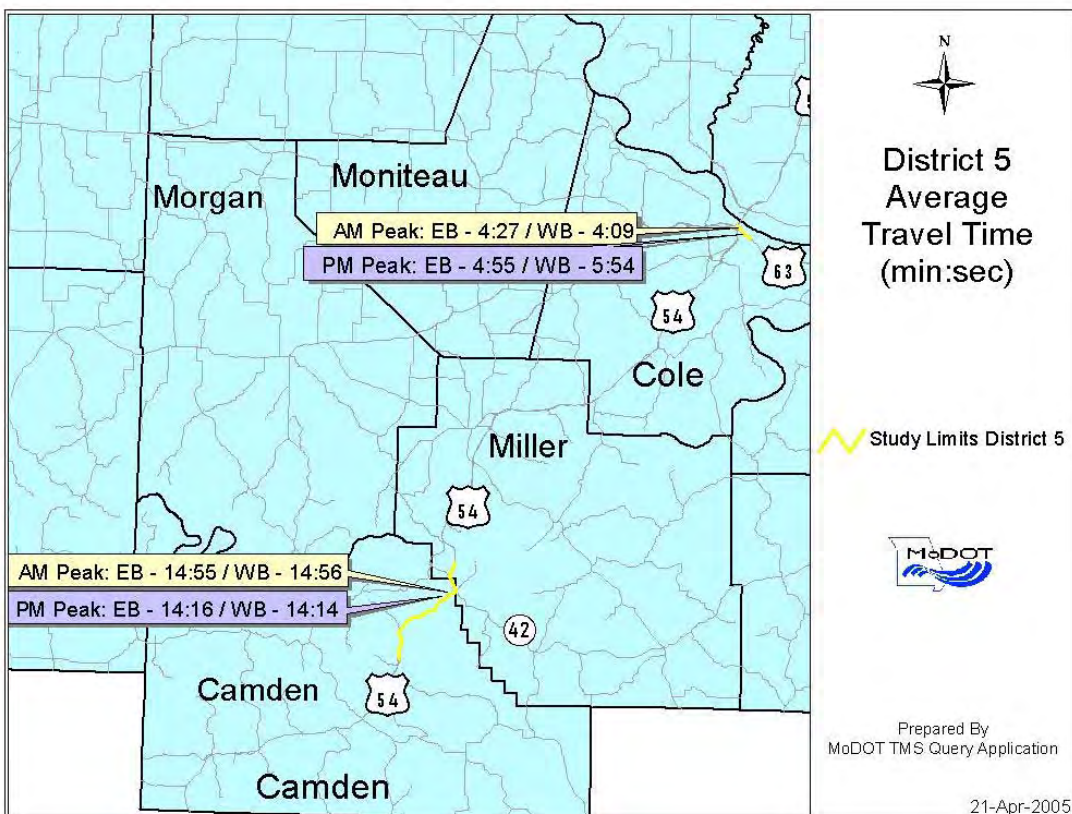
**Measurement Driver:** Eileen Rackers, State Traffic Engineer

#### **Purpose of the Measure:**

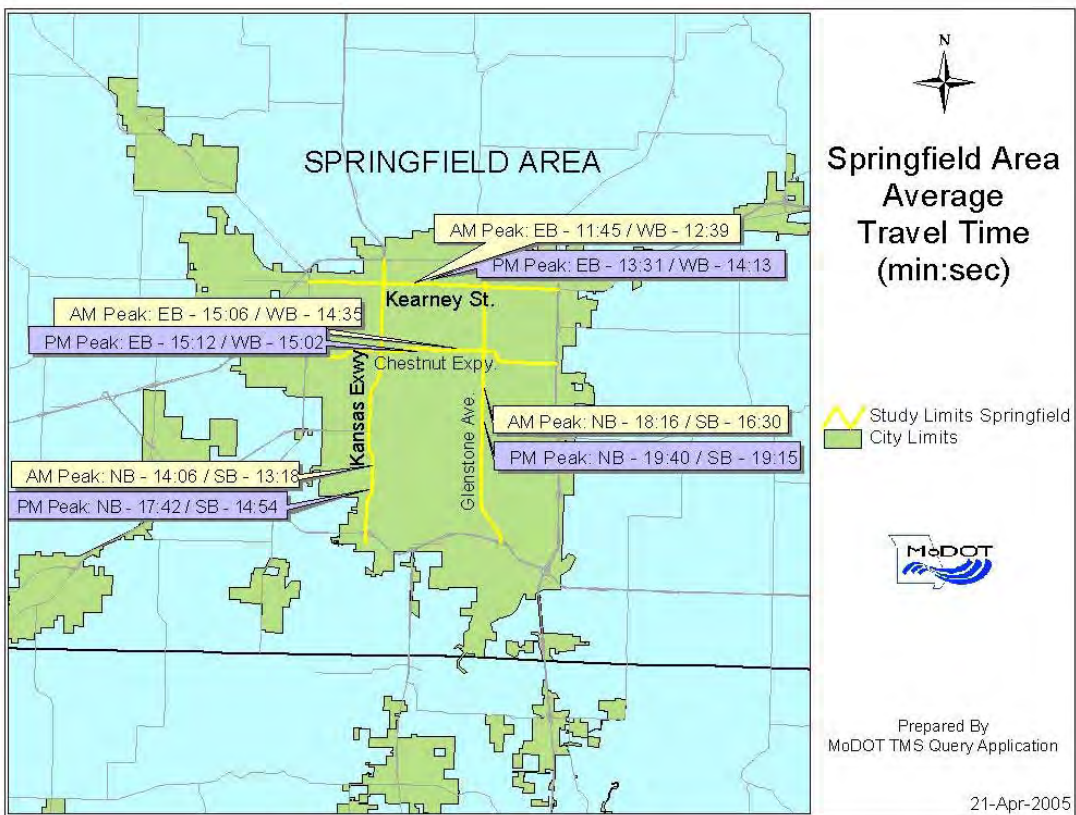
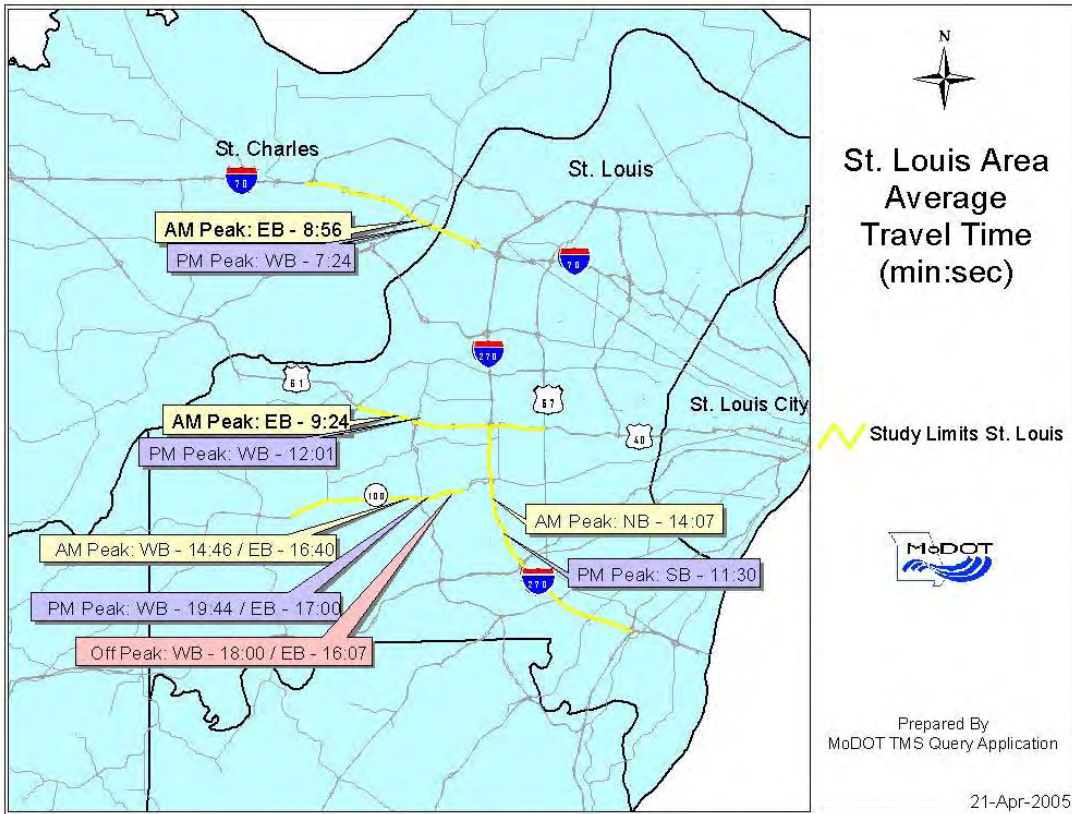
This measure helps determine whether travel times are increasing or decreasing on selected sections of roadways. Increasing travel times are an indication of congestion and poor performance of the system.

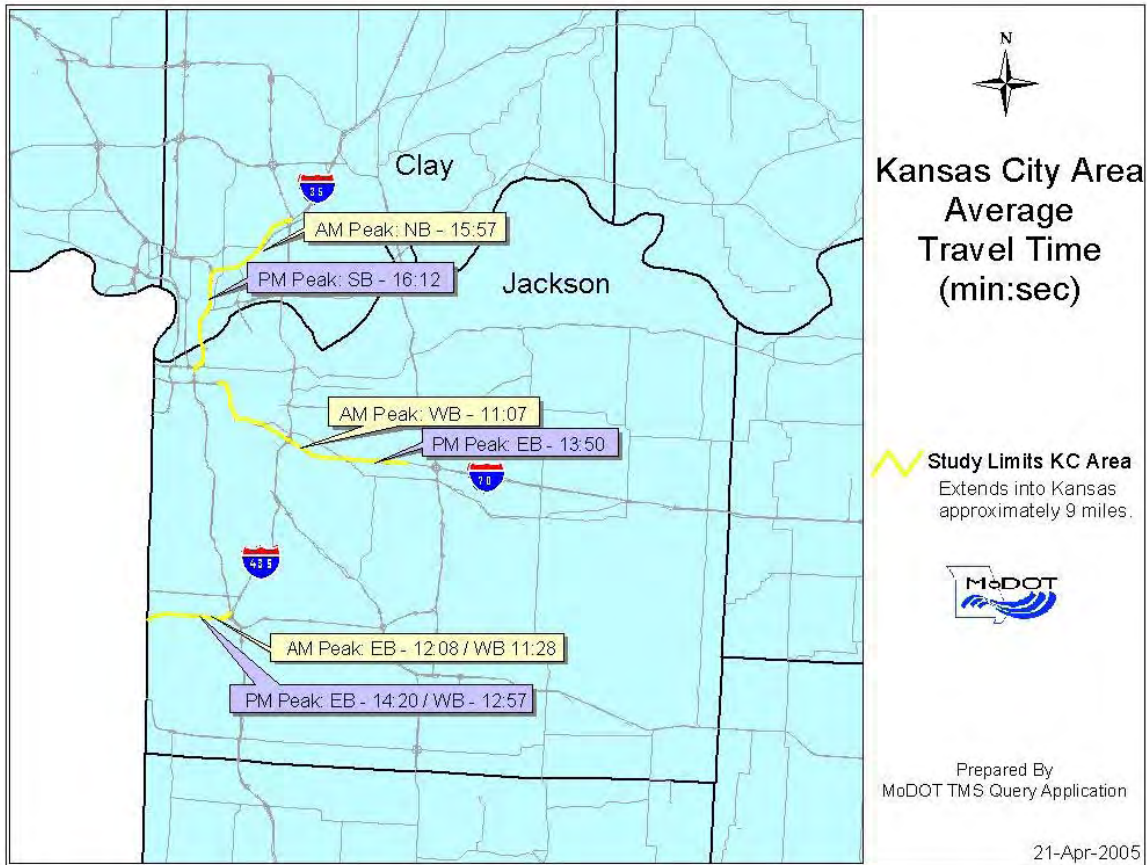
#### **Measurement and Data Collection:**

Various methods of data collection are currently used, including vehicular installed travel time software, calculation based on average speed data provided at continuous Automatic Traffic Recorder sites, and a Statewide Evaluation of Intelligent Transportation Systems report by the University of Missouri-Columbia. Additional partnerships and technologies are also being investigated, such as collecting this data through our partnership with Mobility Technologies, Inc. in District 6, using cellular phones as anonymous traffic data probes, and collecting this data through our Advanced Traffic Management System software at the Traffic Management Centers in Districts 4, 6 and 8. Existing baseline travel times are provided on the limited number of segments with available data.









## Uninterrupted Traffic Flow

### *Average time to clear traffic incident*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Eileen Rackers, State Traffic Engineer

**Purpose of the Measure:**

This measure will be used to determine what deficiencies or efficiencies exist in the clearance of incidents on the state highway system. A traffic incident is an unplanned event that creates a temporary reduction in the number of vehicles that can travel on the road.

**Measurement and Data Collection:**

Collection of data began March 1, 2005. Arrival times and the times when the lanes are cleared are being recorded by Motorist Assist Operators and Traffic Management Center staff. Average time to clear traffic incident will be calculated from these recorded times. Data will be provided in the July 2005 Tracker.

**Measure is Under  
Development**

## Uninterrupted Traffic Flow

### *Average time to clear traffic backup from incident*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Mike Curtit, Assistant State Traffic Engineer

#### **Purpose of the Measure:**

This measure will track the amount of time it takes to return traffic flow back to normal after a traffic incident. A traffic incident is an unplanned event that creates a temporary reduction in the number of vehicles that can travel on the road.

#### **Measurement and Data Collection:**

Collection of data began March 1, 2005. Lanes cleared times and clear backup times are being recorded by Motorist Assist Operators and Traffic Management Center staff. Average time to clear traffic backup will be calculated from these recorded times. Data will be provided in the July 2005 Tracker.

**Measure is Under  
Development**

## Uninterrupted Traffic Flow

### *Number of retimed signals*

**Results Driver:** Don Hillis, Director of Operations

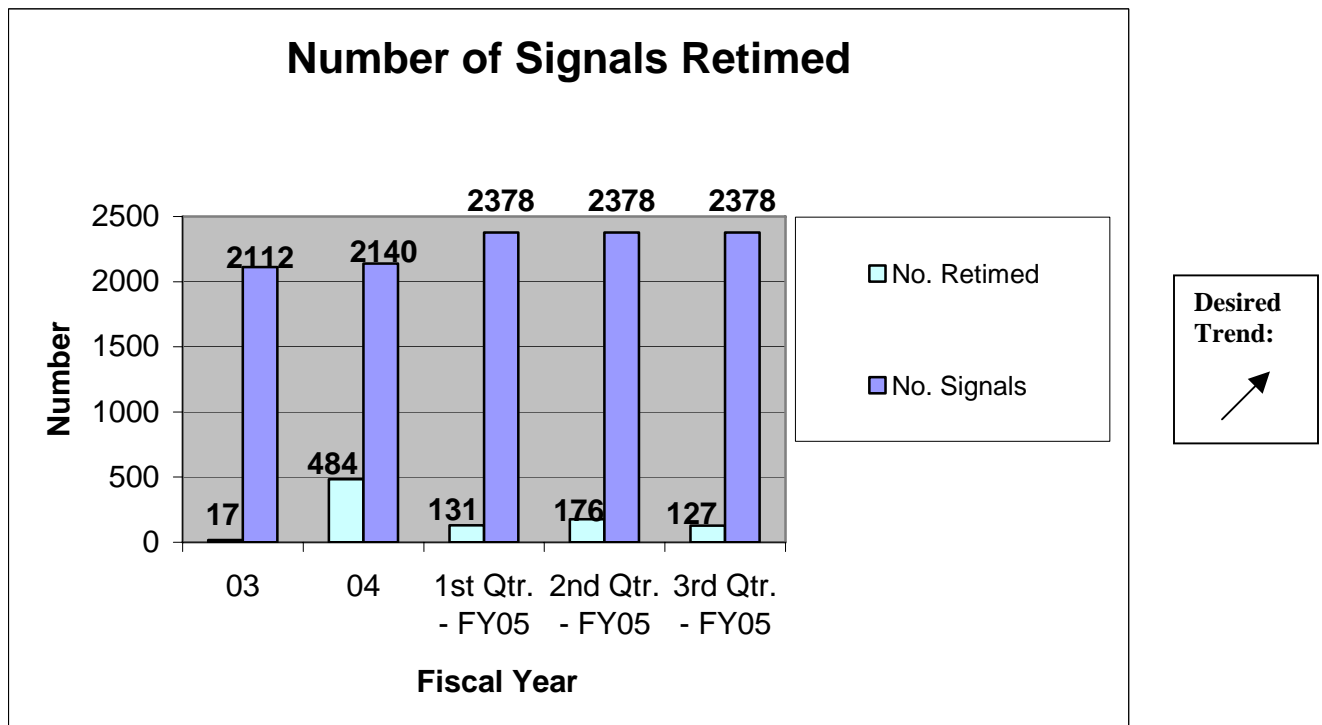
**Measurement Driver:** Julie Stotlemeyer, Signal and Lighting Engineer

#### **Purpose of the Measure:**

This measure tracks how well the department is adjusting the timing of the signal system to improve traffic flow. Traffic signals retimed every three to five years is generally considered to be a best practice. MoDOT has 2,378 total signals and to follow this best practice, the department should average approximately 198 signal timing adjustments each quarter.

#### **Measurement and Data Collection:**

Retimed signal data is documented on a timing sheet. The date of the retiming is recorded in the Transportation Management System database. Data is collected from the TMS database to generate the report.



## Uninterrupted Traffic Flow

### *Number of signals observed*

**Results Driver:** Don Hillis, Director of Operations

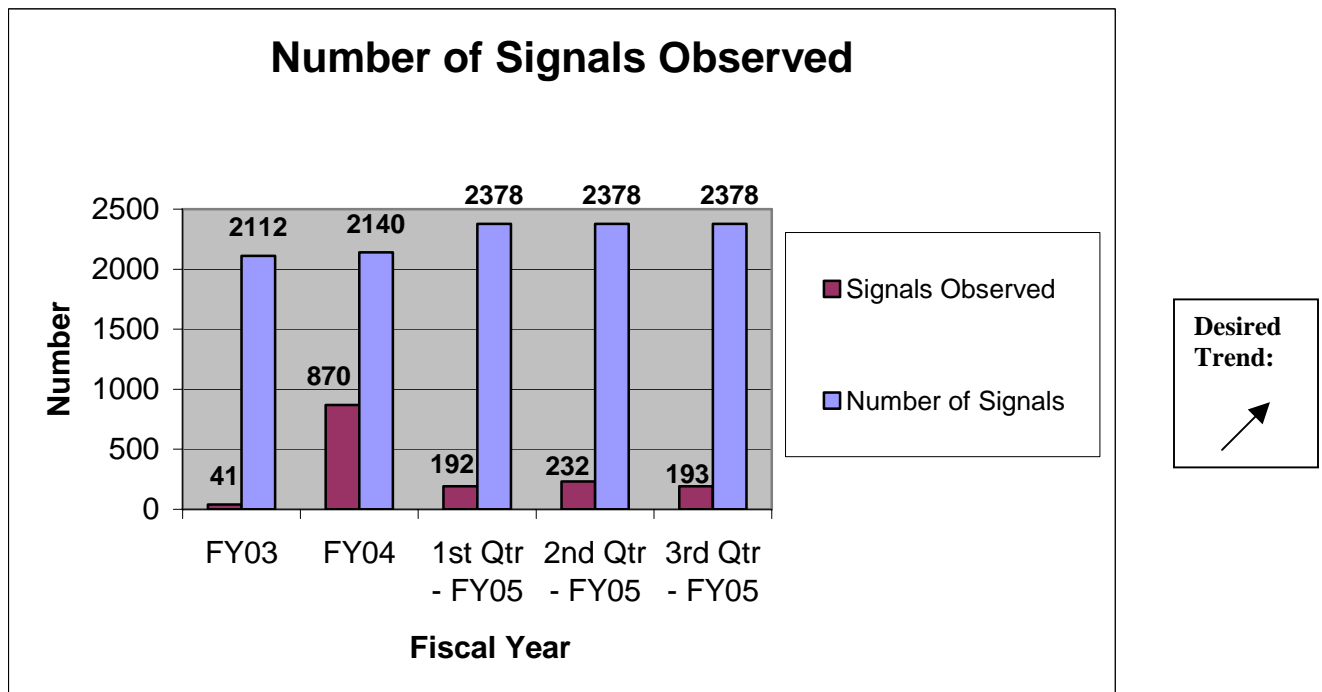
**Measurement Driver:** Julie Stotlemeyer, Signal and Lighting Engineer

#### **Purpose of the Measure:**

This measure tracks how well the department is monitoring the signal system to improve traffic flow. Traffic signals observed every three to five years is generally considered to be a best practice. MoDOT has 2,378 total signals and to follow this best practice, the department should average approximately 198 signal observations each quarter.

#### **Measurement and Data Collection:**

Observed signal data is documented on an observation sheet. The date of the signal observation will be recorded in the Transportation Management System database. Data is collected from the TMS database to generate the report.





## Uninterrupted Traffic Flow

### *Number of customers assisted by the Motorist Assist program*

**Results Driver:** Don Hillis, Director of Operations

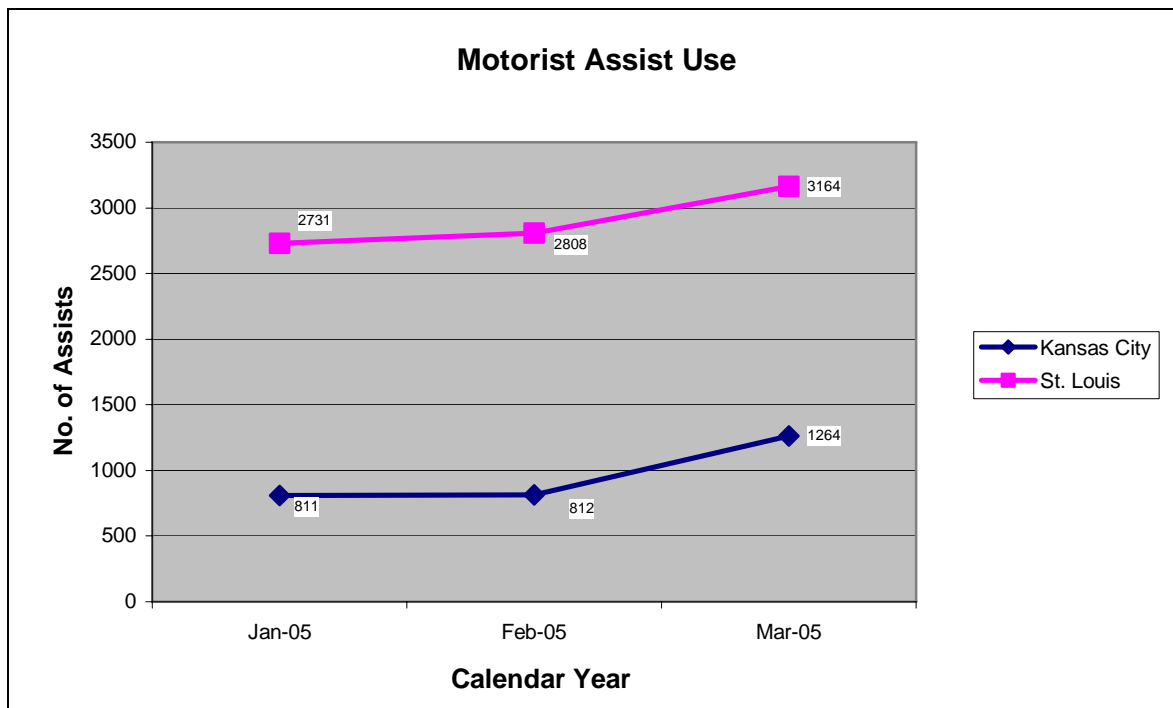
**Measurement Driver:** Mike Curtit, Assistant State Traffic Engineer

#### **Purpose of the Measure:**

This measure is used to gauge the use of the Motorist Assist programs. Incidents impact Missouri's transportation system capacity. An incident is an unplanned event that creates a temporary reduction in roadway capacity that, in turn, impedes normal traffic flow. The sooner an incident is removed, the sooner the highway system returns to normal capacity. Therefore, responding to and quickly addressing the incidents (crashes, flat tires, stalled vehicles, etc.) improves system performance.

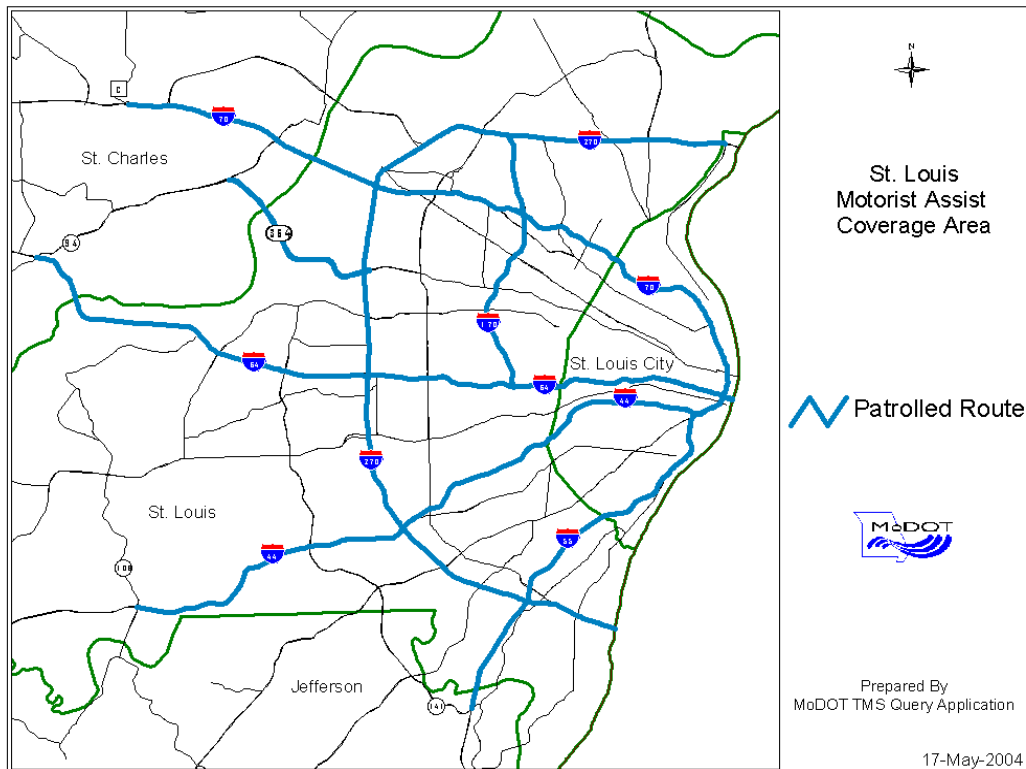
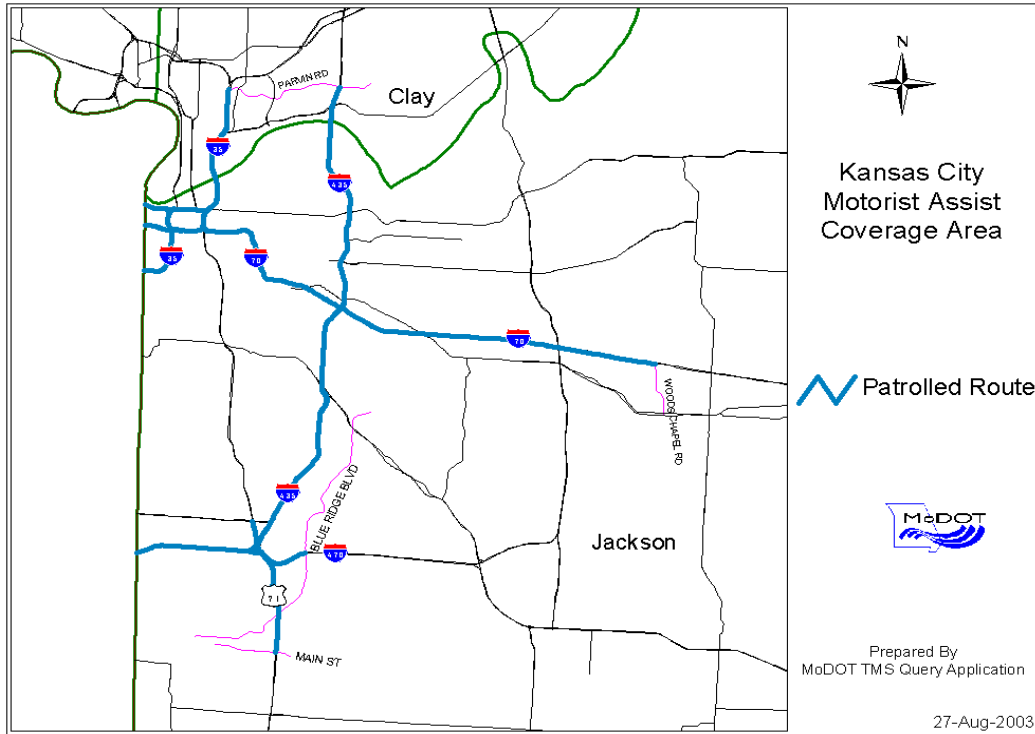
#### **Measurement and Data Collection:**

Collection of monthly data began in January 2005. The Motorist Assist operators record each assist and then prepare monthly summary. St. Louis operators patrol approximately 160 freeway miles, while Kansas City operators patrol approximately 60 freeway miles.



**Desired Trend:**

N/A



## Uninterrupted Traffic Flow

*Percent of work zones that meet customer expectations for traffic flow*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Pat McDaniel, Technical Support Engineer

**Purpose of the Measure:**

This measure will help the department meet the expectations of MoDOT customers concerning traffic flow through work zones.

**Measurement and Data Collection:**

Using a formal inspection checklist, each district work zone coordinator will be required to rate at least ten work zones per month within their respective district, and the Central Office and district engineering staffs will be required to perform inspections of any work zones that they pass through. Data collection will begin on June 1, 2005.

**Measure is Under  
Development**

## Uninterrupted Traffic Flow

### *Percent of time meeting snow and ice removal performance goals*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

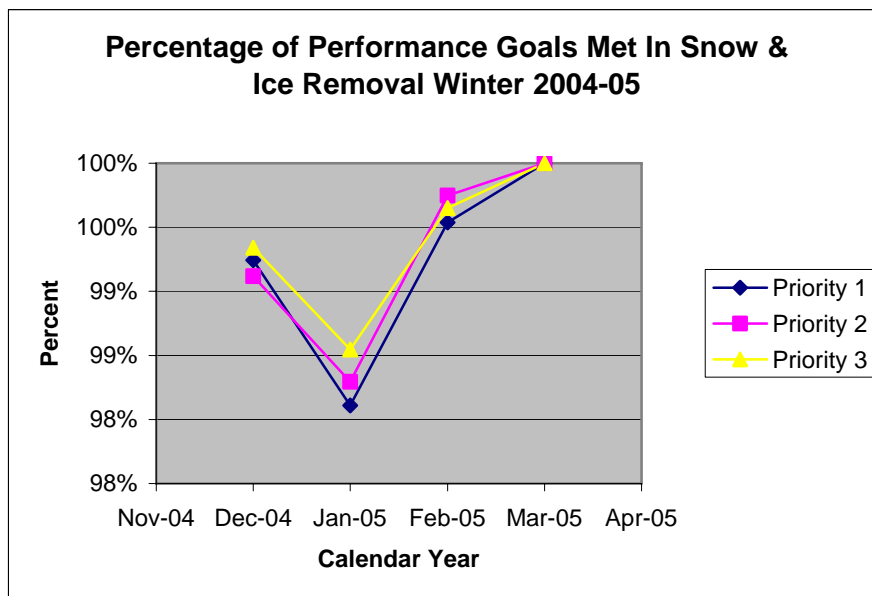
#### **Purpose of the Measure:**

This measure tracks the effectiveness of MoDOT snow and ice removal efforts.

#### **Measurement and Data Collection:**

This data is collected in the Lotus Notes Winter Event database. After each winter event, such as a snow or ice storm, personnel in the maintenance areas enter a report showing material and equipment usage and whether or not performance goals were met. Priority 1 routes are all National Highway System routes, all remaining arterials, and all collectors over 1700 annual average daily traffic. Priority 2 routes are those collector routes between 225 and 1700 annual average daily traffic. Priority 3 routes are those collector routes under 225 annual average daily traffic.

In fall of 2005, this data will be measured by average time to clear snow events on major and minor highways.

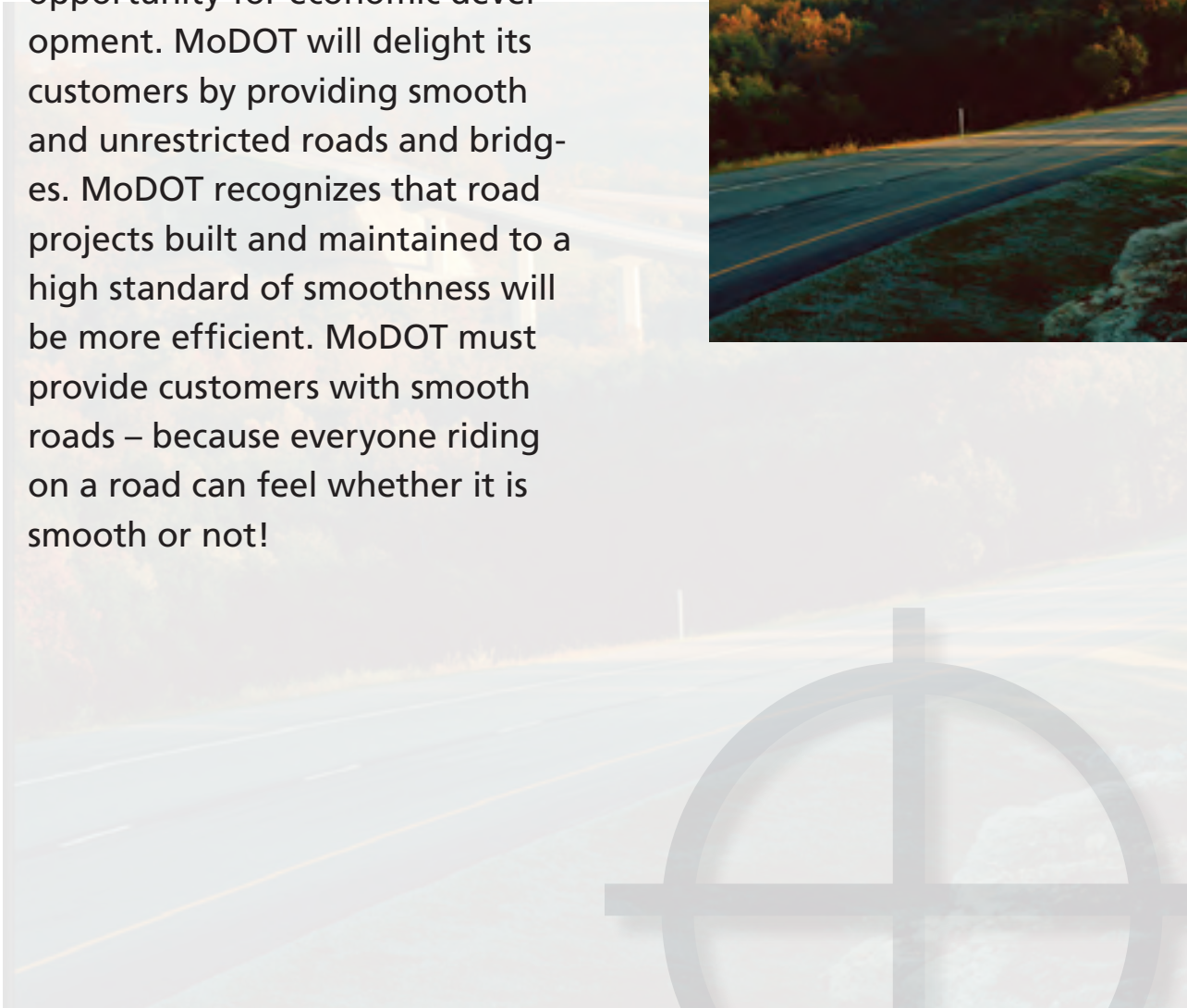


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# Smooth and Unrestricted Roads and Bridges

*Tangible Result Driver – Kevin Keith,  
Chief Engineer*

MoDOT's customers have said they want smooth roads. Smoother roads mean less wear on vehicles, safer travel and greater opportunity for economic development. MoDOT will delight its customers by providing smooth and unrestricted roads and bridges. MoDOT recognizes that road projects built and maintained to a high standard of smoothness will be more efficient. MoDOT must provide customers with smooth roads – because everyone riding on a road can feel whether it is smooth or not!



## Smooth and Unrestricted Roads and Bridges

### *Percent of major highways that are in good condition*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Jay Bledsoe, Transportation System Analysis Engineer

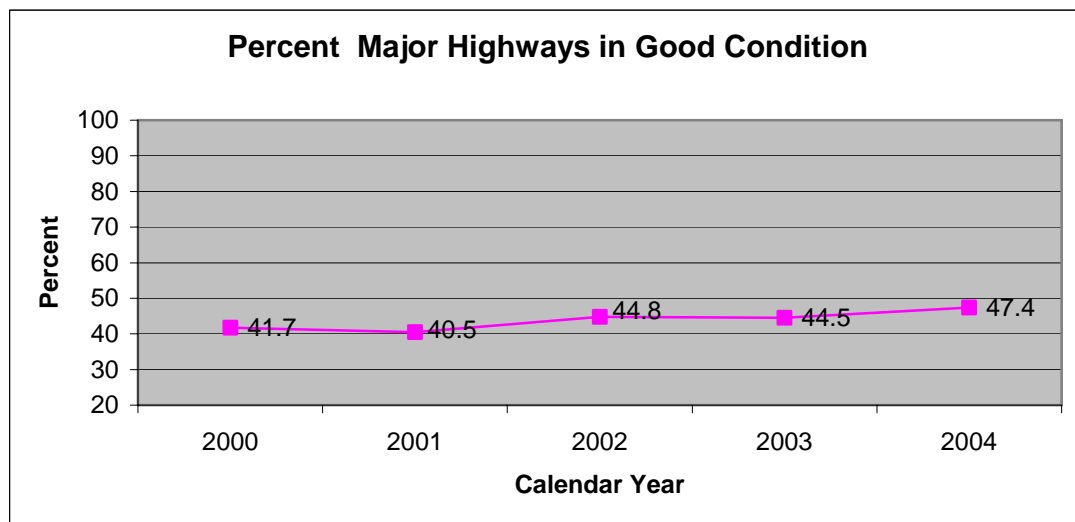
#### **Purpose of the Measure:**

This measure tracks the condition of Missouri's road surfaces. The public has indicated the condition of Missouri's existing roadway system should be one of the state's highest priorities.

#### **Measurement and Data Collection:**

The major highway system is defined as all routes functionally classified as principal arterials. By definition, the principal arterial system provides for statewide or interstate movement of traffic. Examples include the Interstate system or most US routes such as US 63, US 54 or US 36. In urban areas, principal arterials carry traffic entering or leaving the urban area and serve movement of vehicles between central business districts and suburban residential areas. Examples include Business 50 (Missouri Blvd.) in Jefferson City, MO 740 (Stadium Blvd.) in Columbia and Route D (Page Ave.) in St. Louis. The major roads in Missouri total approximately 5,400 centerline miles.

Good condition is defined using a combination of criteria. On high-speed routes (speed limits greater than 50 mph) the International Roughness Index (IRI) is used. For lower speeds routes (mostly urban areas) where smoothness is less critical, a Present Serviceability Rating (PSR) is used. While smoothness is a factor in PSR, physical condition is also a factor.



**Desired  
Trend:**



## Smooth and Unrestricted Roads and Bridges

### *Percent of minor highways that are in good condition*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Jay Bledsoe, Transportation System Analysis Engineer

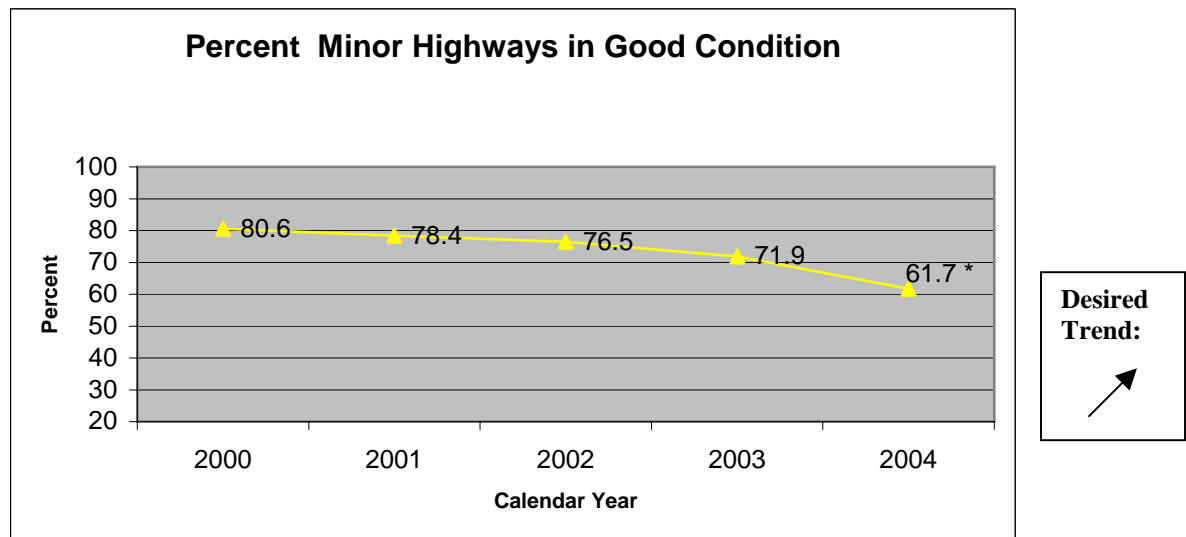
#### **Purpose of the Measure:**

This measure tracks the condition of Missouri's road surfaces. The public has indicated the condition of the existing state roadway system should be one of Missouri's highest priorities.

#### **Measurement and Data Collection:**

The minor highway system consists of all routes functionally classified as minor arterials or collectors. These routes serve more local transportation needs and include highways commonly referred to as lettered routes, such as Route A, Route C and Route DD. The public sometimes refers to these routes as farm-to-market roads. Minor roads in Missouri total approximately 27,000 centerline miles.

Good condition is defined using a combination of criteria. Where available, on high-speed routes (speed limits greater than 50 mph) the International Roughness Index (IRI) is used. For lower speed routes where smoothness is less critical, a Present Serviceability Rating (PSR) is used. While smoothness is a factor in PSR, physical condition is also a factor.



\* 2004 results based on a combination of approximately 11,000 miles rated using automated methods and district manual ratings. Prior years based only on manual district ratings. Development of a process to transition to centralized rating is underway.

## Smooth and Unrestricted Roads and Bridges

### *Percent of deficient bridges on major highways*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Jay Bledsoe, Transportation System Analysis Engineer

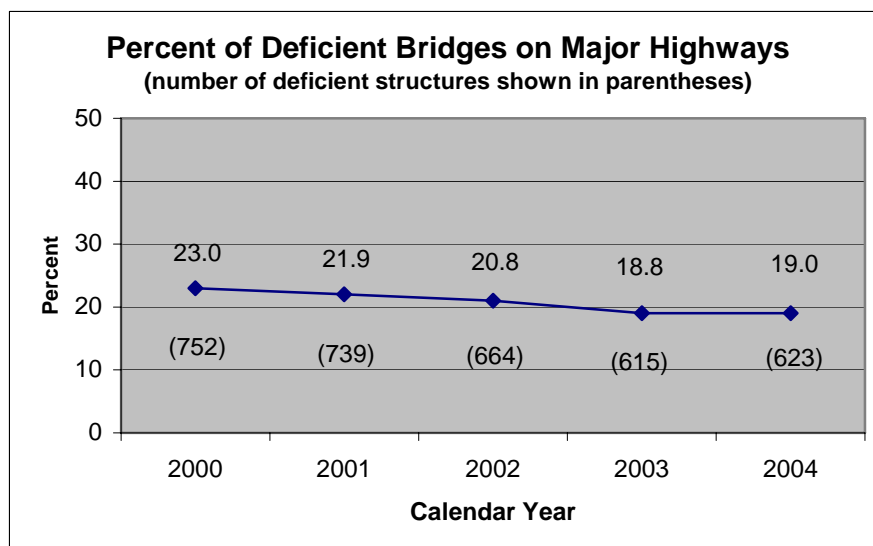
#### **Purpose of the Measure:**

This measure tracks progress toward improving the condition of Missouri's bridges. The public has indicated the condition of Missouri's existing roadway system should be one of the state's highest priorities.

#### **Measurement and Data Collection:**

The major highway system is defined as all routes functionally classified as principal arterials. By definition, the principal arterial system provides for statewide or interstate movement of traffic. Examples include the Interstate system or most US routes such as US 63, US 54 or US 36. In urban areas, principal arterials carry traffic entering or leaving the urban area and serve movement of vehicles between central business districts and suburban residential areas. Examples include Business 50 (Missouri Blvd.) in Jefferson City, MO 740 (Stadium Blvd.) in Columbia and Route D (Page Ave.) in St. Louis.

A bridge is considered deficient if it is either structurally deficient (SD) or functionally obsolete (FO) as defined using FHWA criteria. A SD bridge is one that is in poor condition or has insufficient load capacity when compared to modern design standards. A FO bridge is one that has poor roadway alignment or has clearance or width restrictions that no longer meet the usual criteria for the system it serves.



**Desired  
Trend:**





## Smooth and Unrestricted Roads and Bridges

### *Percent of deficient bridges on minor highways*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Jay Bledsoe, Transportation System Analysis Engineer

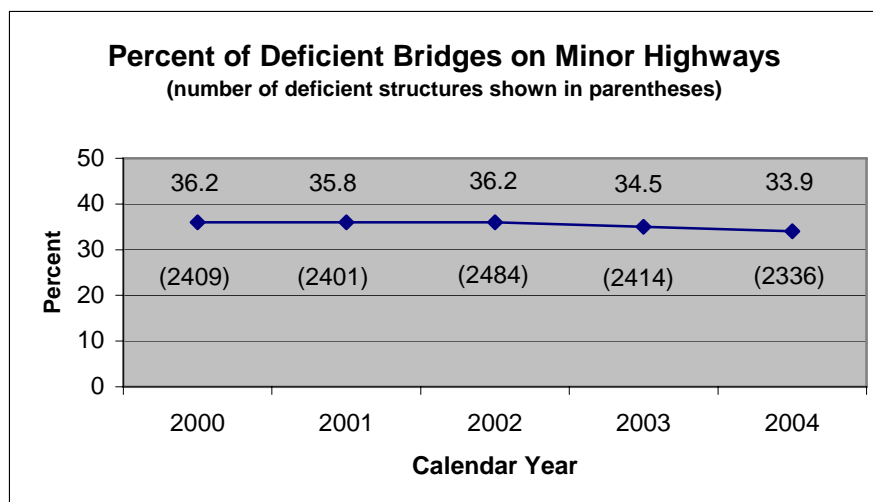
#### **Purpose of the Measure:**

This measure tracks progress toward improving the condition of Missouri's bridges. The public has indicated the condition of Missouri's existing roadway system should be one of the state's highest priorities.

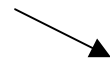
#### **Measurement and Data Collection:**

The minor highway system consists of all routes functionally classified as minor arterials or collectors. These routes serve more local transportation needs and include highways commonly referred to as lettered routes, such as Route A, Route C and Route DD. The public sometimes refers to these routes as farm-to-market roads.

A bridge is considered deficient if it is either structurally deficient (SD) or functionally obsolete (FO) as defined using FHWA criteria. A SD bridge is one that is in poor condition or has insufficient load capacity when compared to modern design standards. A FO bridge is one that has poor roadway alignment, or has clearance or width restrictions that no longer meet the usual criteria for the system it serves.



*Desired  
Trend:*



## Smooth and Unrestricted Roads and Bridges

### *Number of deficient bridges on the state system (major & minor highways)*

**Results Driver:** Kevin Keith, Chief Engineer

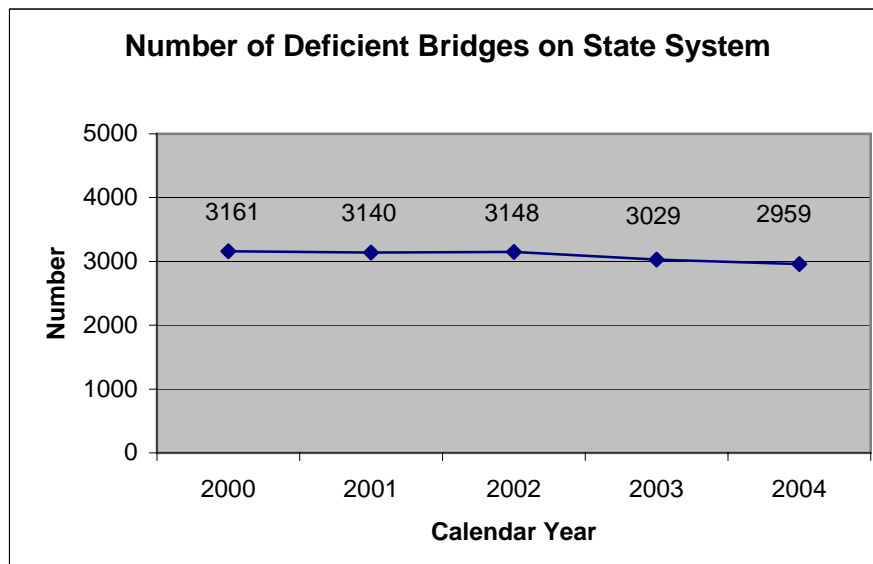
**Measurement Driver:** Jay Bledsoe, Transportation System Analysis Engineer

#### **Purpose of the Measure:**

This measure tracks progress toward improving the condition of Missouri's bridges. The public has indicated the condition of Missouri's existing roadway system should be one of the state's highest priorities.

#### **Measurement and Data Collection:**

A bridge is considered deficient if it is either structurally deficient (SD) or functionally obsolete (FO) as defined using FHWA criteria. A SD bridge is one that is in poor condition or has insufficient load capacity when compared to modern design standards. A FO bridge is one that has poor roadway alignment or has clearance or width restrictions that no longer meet the usual criteria for the system it serves.



**Desired  
Trend:**



## Smooth and Unrestricted Roads and Bridges

### *Number of miles completed through the Smooth Roads Initiative*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Kyle Kittrell, Transportation Planning Director

**Purpose of the Measure:**

This measure will determine how many centerline miles of roadway have been improved as a result of the Amendment 3 Smooth Roads Initiative.

**Measurement and Data Collection:**

The first set of Smooth Roads Initiative projects were awarded in February 2005. Data collection on this measure will begin May 1, 2005 with reporting as soon as SRI projects are completed. Data may be reported as soon as the July 2005 Tracker, but no later than the October 2005 Tracker. All of the Smooth Roads Initiative projects should be completed within three years.

**Measure is Under  
Development**



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# Safe Transportation System

*Tangible Result Driver – Kevin Keith,  
Chief Engineer*

MoDOT works closely with other safety advocates to make our roads and work zones safer. The department supports educational programs which encourage safe driving practices and enforcement efforts which increase adherence to traffic laws. MoDOT will not compromise safety because it believes in the well-being of its employees and customers.



## Safe Transportation System

### *Number of fatalities and injuries year to date*

**Results Driver:** Kevin Keith, Chief Engineer

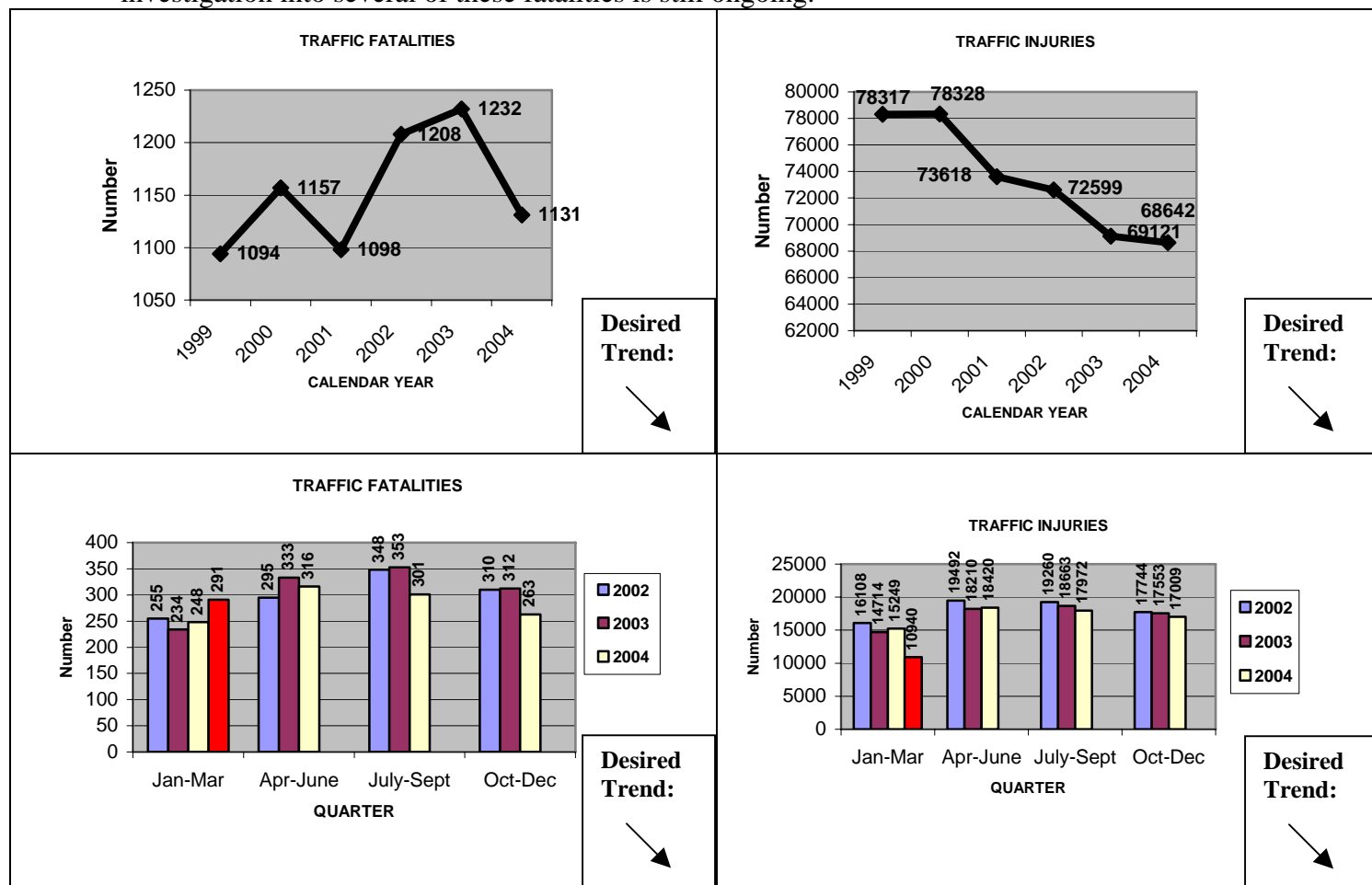
**Measurement Driver:** Scott Turner, Highway Safety Program Administrator

#### **Purpose of the Measure:**

This measure tracks annual trends in fatalities and injuries resulting from motor vehicle crashes in Missouri. It will help drive the Missouri Highway Safety Plan, which supports the Blueprint for Roadway Safety, toward efforts that reduce the number of fatalities and injuries on all Missouri roads.

#### **Measurement and Data Collection:**

Crash data is collected at the Missouri State Highway Patrol and is entered into a traffic accident record system. The record system automatically updates MoDOT's traffic management system. Reports on crash data are available to law enforcement and traffic safety advocates for crash analysis through both databases. Fatality data is not final until each fatal crash has been validated and the investigation is closed. There are two fatality crashes still under investigation for 2004. A similar situation exists for the 2005 quarterly data; investigation into several of these fatalities is still ongoing.



## Safe Transportation System

### *Number of impaired driver-related fatalities and injuries year to date*

**Results Driver:** Kevin Keith, Chief Engineer

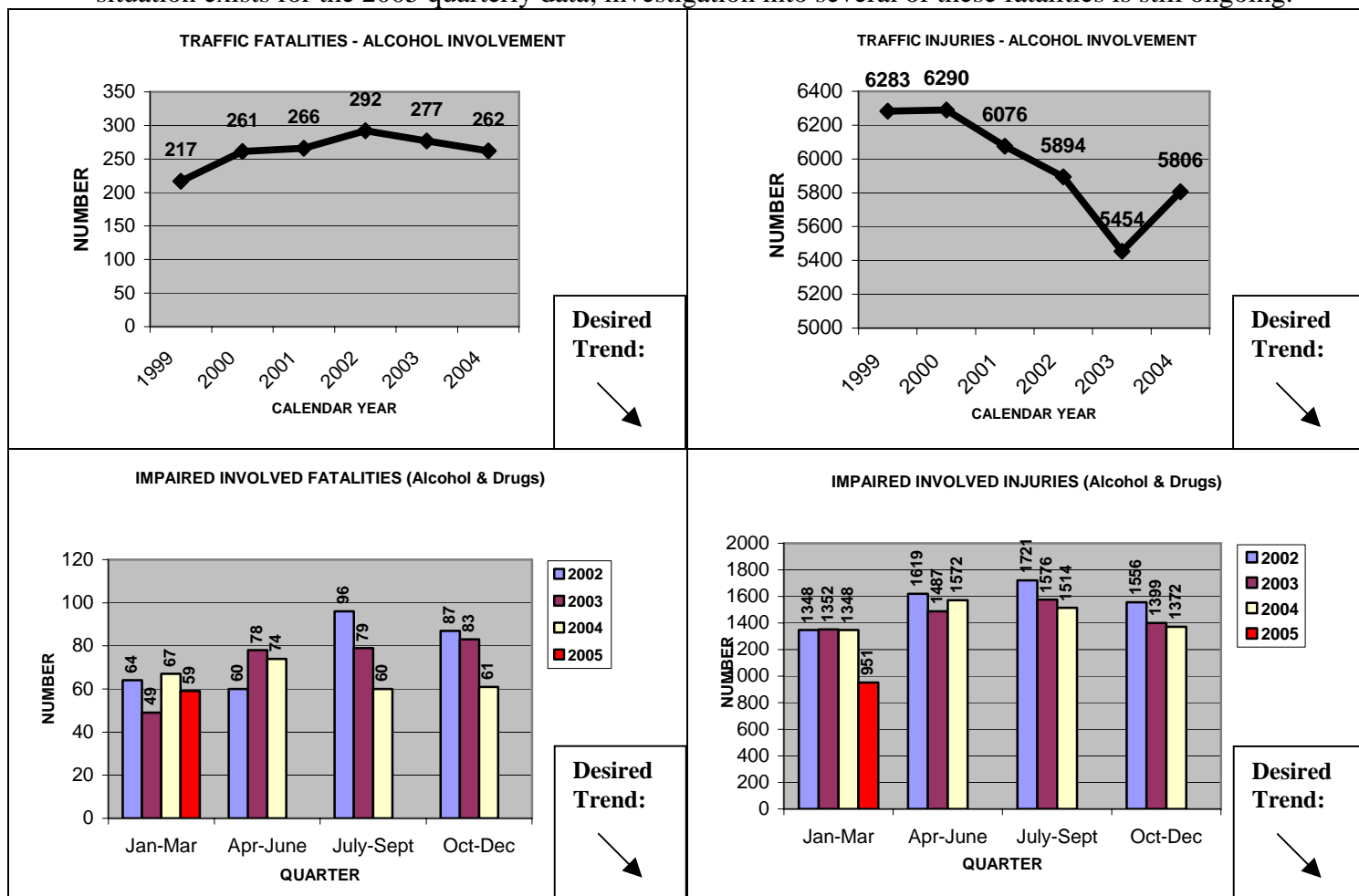
**Measurement Driver:** Scott Turner, Highway Safety Program Administrator

#### **Purpose of the Measure:**

This measure tracks annual trends in fatalities and injuries resulting from motor vehicle crashes involving drivers who are impaired by alcohol and/or drugs. It will help drive the Missouri Highway Safety Plan, which supports the Blueprint for Roadway Safety, toward efforts that reduce the number of fatalities and injuries on Missouri's roadways.

#### **Measurement and Data Collection:**

Crash data is collected at the Missouri State Highway Patrol and is entered into a traffic accident record system. The record system automatically updates MoDOT's traffic management system. Reports on crash data are available to law enforcement and traffic safety advocates for crash analysis through both databases. Fatality data is not final until each fatal crash has been validated and the investigation is closed. There are two fatality crashes still under investigation for 2004. A similar situation exists for the 2005 quarterly data; investigation into several of these fatalities is still ongoing.



## Safe Transportation System

### *Rate of annual fatalities and injuries*

**Results Driver:** Kevin Keith, Chief Engineer

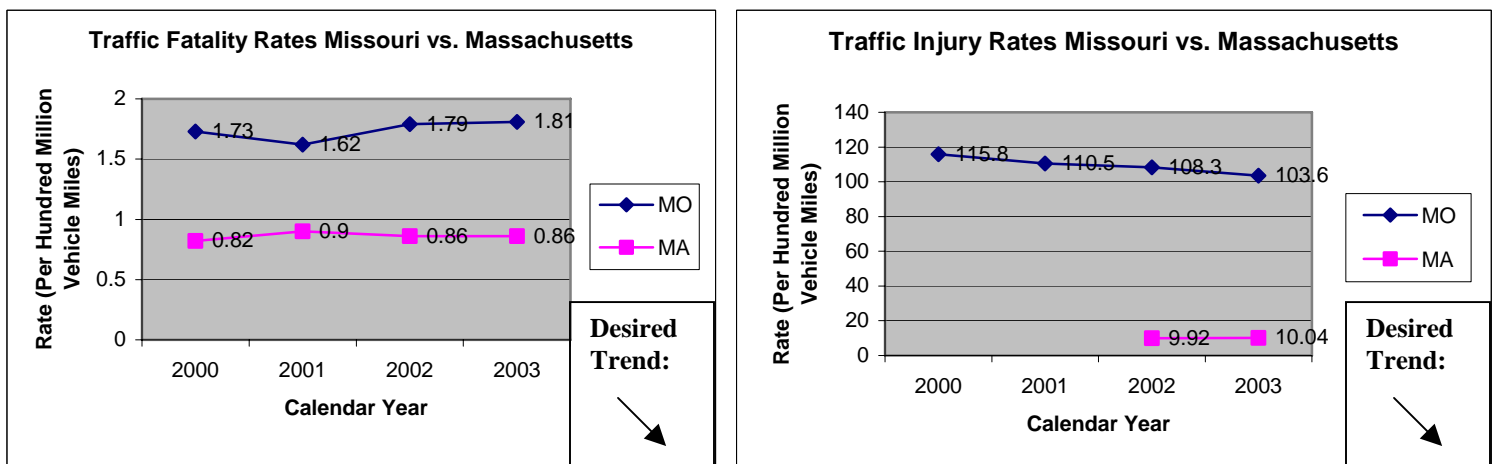
**Measurement Driver:** Scott Turner, Highway Safety Program Administrator

#### **Purpose of the Measure:**

This measure tracks annual rates per Hundred Million Vehicle Miles for fatalities and injuries resulting from motor vehicle crashes in Missouri. As a comparison for fatalities and injuries, Missouri has been compared to Massachusetts, as they have the best rate in the United States. It will help drive the Missouri Highway Safety Plan, which supports the Blueprint for Roadway Safety, toward efforts that reduce the number of fatalities and injuries on Missouri's roadways.

#### **Measurement and Data Collection:**

Crash data is collected at the Missouri State Highway Patrol and is entered into a traffic accident record system. The record system automatically updates MoDOT's traffic management system. Reports on crash data are available to law enforcement and traffic safety advocates for crash analysis through both databases. Rates cannot be calculated until the HMVM number is calculated. This number is not available until approximately July of the following calendar year.



\*It should be noted that rates for fatalities and injuries are "normalized" and the population of both Missouri and Massachusetts are similar (5.6 million to 6.4 million respectively).



## Safe Transportation System

### *Percent of seatbelt/passenger vehicle restraint use*

**Results Driver:** Kevin Keith, Chief Engineer

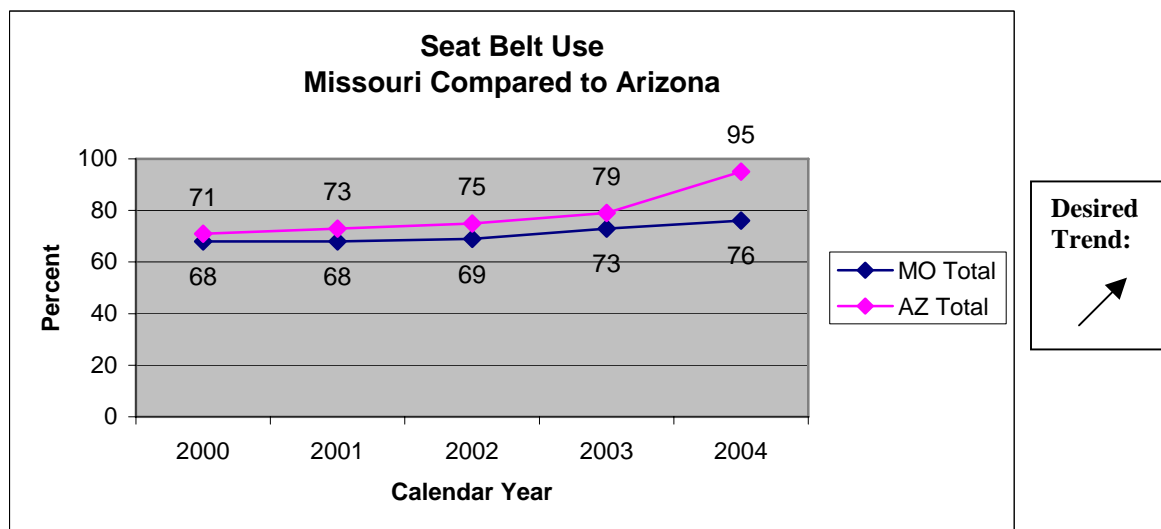
**Measurement Driver:** Scott Turner, Highway Safety Program Administrator

#### **Purpose of the Measure:**

This measure tracks annual trends in seatbelt usage by persons in passenger vehicles. As a comparison for seatbelt usage, Missouri has been compared to Arizona who has the highest seat belt use in the United States. This measure will help drive the Missouri Highway Safety Plan, which supports the Blueprint for Roadway Safety, toward efforts that reduce the number of fatalities and injuries on all Missouri roads.

#### **Measurement and Data Collection:**

An annual statewide survey is conducted each June at 480 pre-selected locations in 20 counties. The data collected at these sites is calculated into a rate by use of a formula approved by the National Highway Traffic Safety Administration. The seatbelt usage survey enables data collection from locations representative of 85 percent of the state's population. The data collection plan is the same each year for consistency and compliance with national transportation guidelines.



\*It is important to note that when comparing Missouri to Arizona on belt usage all the states, unless grandfathered in, are following the set methodology mandated by NHTSA in collecting safety belt survey data.

## Safe Transportation System

### *Number of bicycle and pedestrian fatalities and injuries*

**Results Driver:** Kevin Keith, Chief Engineer

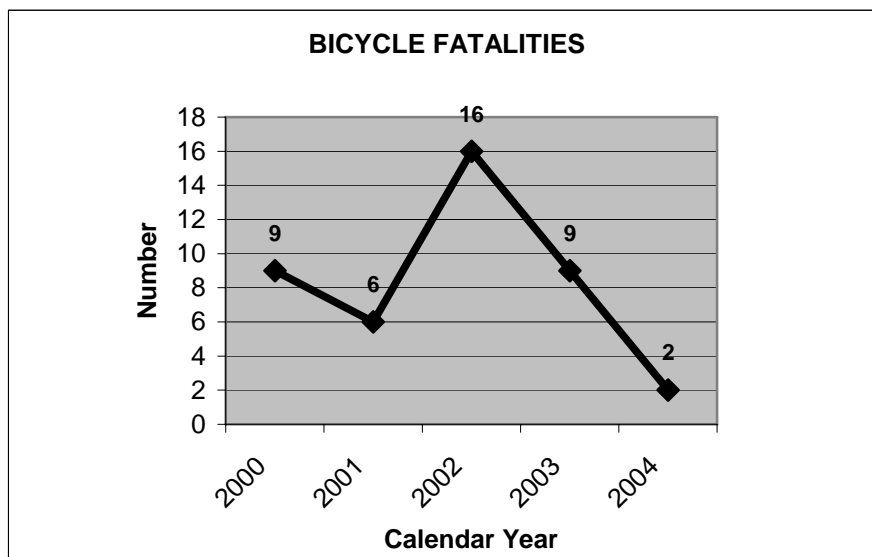
**Measurement Driver:** Scott Turner, Highway Safety Program Administrator

**Purpose of the Measure:**

This measure tracks annual trends in fatalities and injuries resulting from motor vehicle crashes with bicycles and pedestrians in Missouri. It will help drive the Missouri Highway Safety Plan, which supports the Blueprint for Roadway Safety, toward efforts that reduce the number of fatalities and injuries on all Missouri roads.

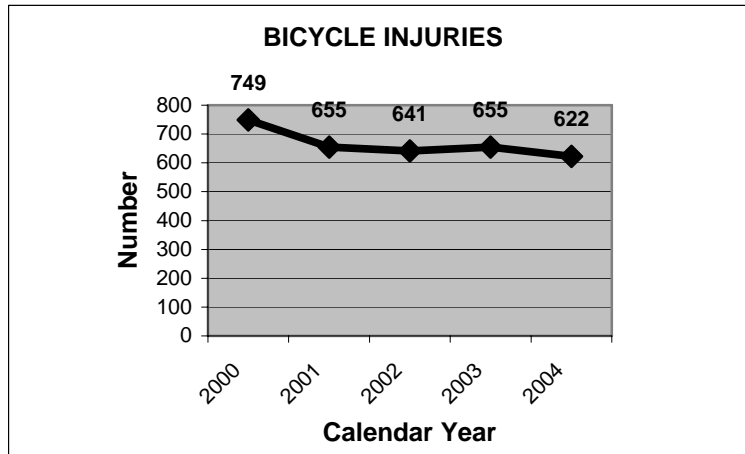
**Measurement and Data Collection:**

Crash data is collected at the Missouri State Highway Patrol and is entered into a traffic accident record system. The record system automatically updates MoDOT's traffic management system. Final crash data for each year is not available until approximately June of the following year.

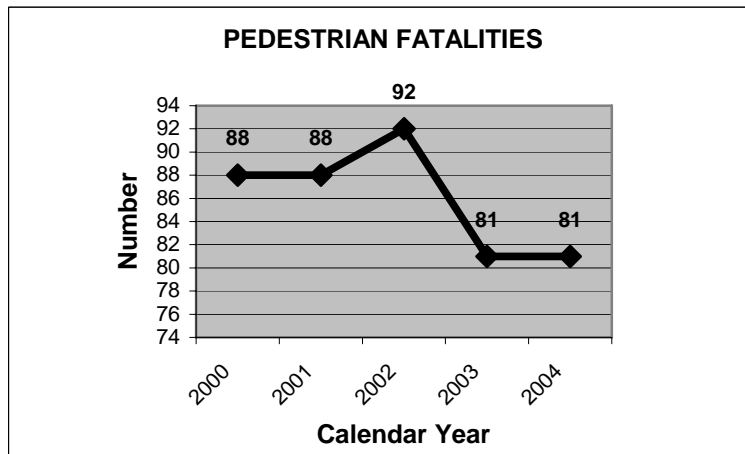


**Desired  
Trend:**

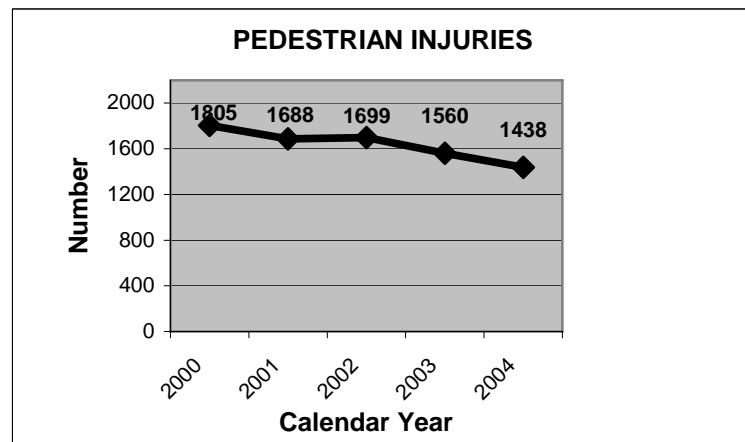




**Desired  
Trend:**



**Desired  
Trend:**



**Desired  
Trend:**

## Safe Transportation System

### *Number of motorcycle fatalities and injuries*

**Results Driver:** Kevin Keith, Chief Engineer

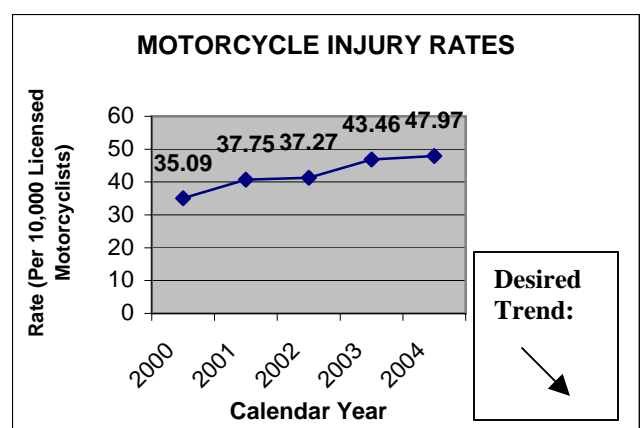
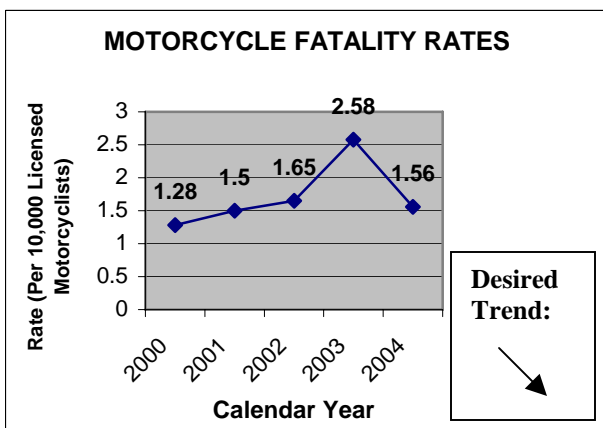
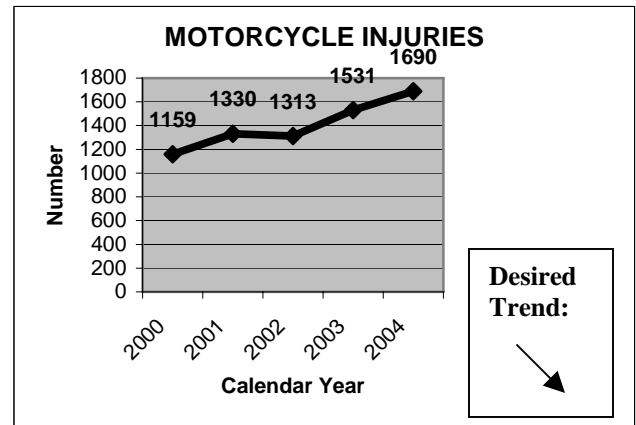
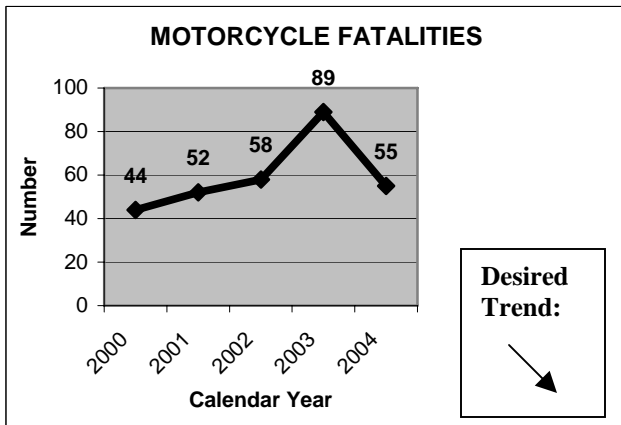
**Measurement Driver:** Scott Turner, Highway Safety Program Administrator

#### **Purpose of the Measure:**

This measure tracks annual trends in fatalities and injuries resulting from motorcycle crashes in Missouri.

#### **Measurement and Data Collection:**

Crash data is collected at the Missouri State Highway Patrol and is entered into a traffic accident record system. The record system automatically updates MoDOT's traffic management system. Reports on crash data are available to law enforcement and traffic safety advocates for crash analysis through both databases. Fatality data is not final until each fatal crash has been validated and the investigation is closed. There are two fatality crashes still under investigation for 2004.



## Safe Transportation System

### *Rate of commercial vehicle fatalities and injuries*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Jan Skouby, Motor Carrier Services Director

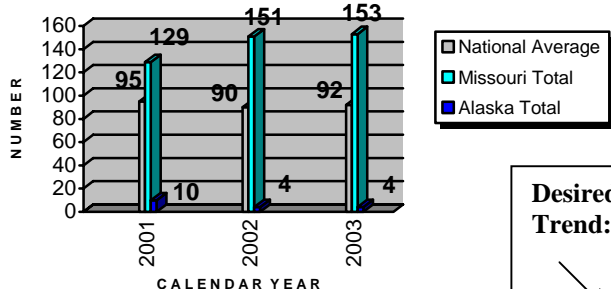
#### **Purpose of the Measure:**

This measure tracks annual rates of fatalities and injuries in Missouri that involve commercial motor vehicles. The statistics include the number of large trucks involved in fatality and injury crashes. The measure assists Motor Carrier Services in targeting educational and enforcement opportunities in an effort to decrease commercial vehicle related fatalities and injuries.

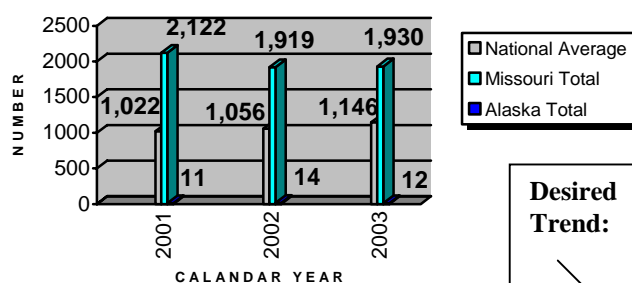
#### **Measurement and Data Collection:**

Crash statistics are derived from the Federal Motor Carrier Safety Administration's Analysis & Information. The data reflects the number of crashes, not the number of fatalities or injuries. Missouri's crash rates are compared to those of Alaska, the state with the fewest commercial motor vehicles fatal and injury crashes.

**Large Trucks Involved in Fatality Crashes In Missouri, Alaska and the National Average**



**Large Trucks Involved in Injury Crashes in Missouri, Alaska and the National Average**



\*It is important to note that the number of Interstate Registered Commercial Motor Vehicles is significantly higher in Missouri as compared to Alaska (16,550 and 816 respectively).

## Safe Transportation System

### *Number of fatalities and injuries in work zones*

**Results Driver:** Kevin Keith, Chief Engineer

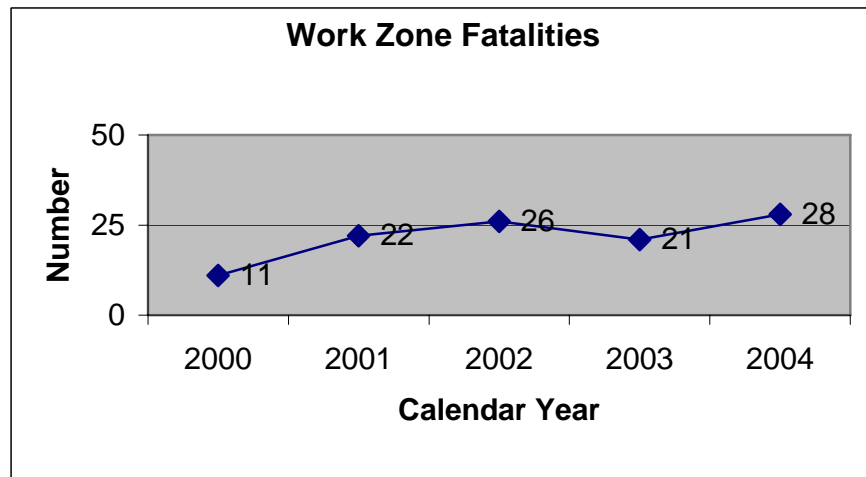
**Measurement Driver:** Dan Bruno, Traffic Studies and Corrections Engineer

**Purpose of the Measure:**

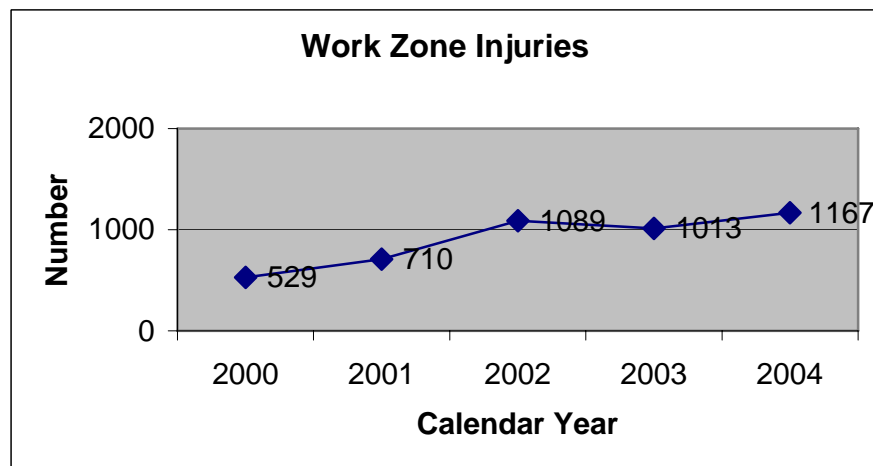
This measure tracks motorist and worker injuries and fatalities in and around work zones on the state highway system.

**Measurement and Data Collection:**

Data is gathered through query and analysis of reported crashes via the standardized Missouri vehicle accident reporting form. All law enforcement agencies are required to submit completed accident report forms to the Highway Patrol for inclusion in the statewide accident database, STARS. This data is then analyzed on an annual basis and published in the annual Missouri Traffic Safety Compendium by the Highway Patrol.



**Desired  
Trend:**



**Desired  
Trend:**



## Safe Transportation System

### *Number of highway-rail crossing fatalities*

**Results Driver:** Kevin Keith, Chief Engineer

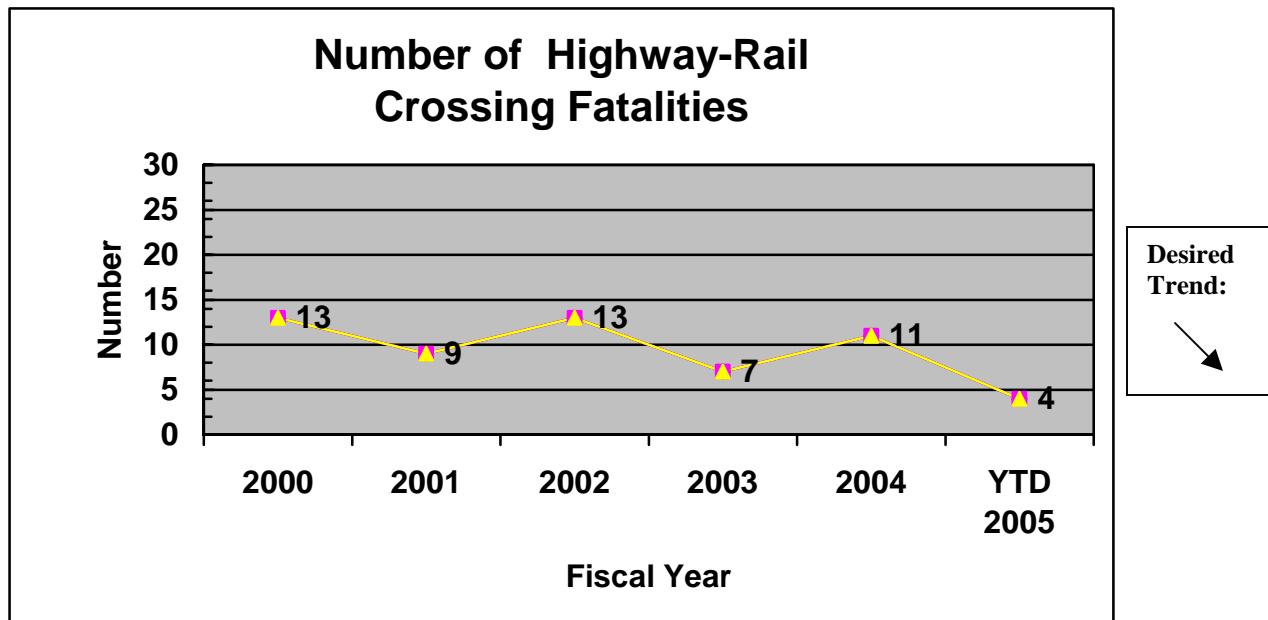
**Measurement Driver:** Rod Massman, Administrator of Railroads

**Purpose of the Measure:**

This measure tracks annual trends in fatalities resulting from train-vehicle crashes at railroad crossings in Missouri. It will help drive the Missouri Highway Safety Plan, which supports the Blueprint for Roadway Safety, toward efforts that reduce the number of fatalities and injuries at Missouri's highway-rail crossings.

**Measurement and Data Collection:**

Crash data is collected by the Multimodal Operations Division, Railroad Section and is entered into a railroad safety information system (RSIS). The record system is used to update MoDOT's traffic management system. Final crash data for each year is tabulated on a fiscal year basis. This figure does not include fatalities from those trespassing on railroad property at areas other than at railroad crossings, which are tabulated separately.





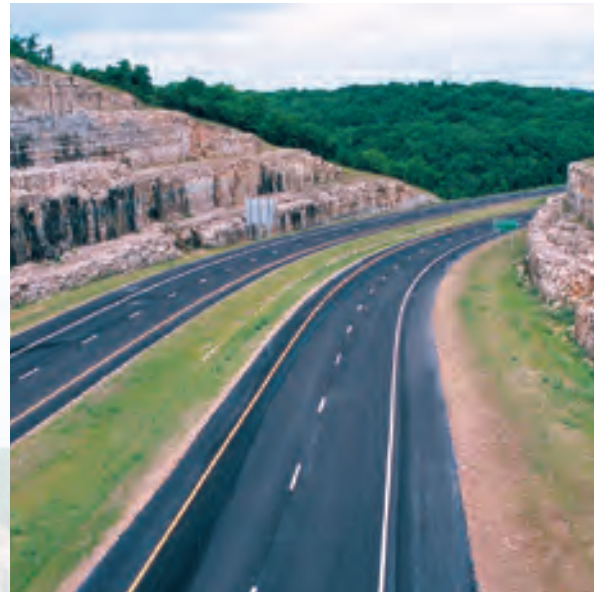


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# Roadway Visibility

*Tangible Result Driver – Don Hillis,  
Director of Operations*

Good roadway visibility in all weather and light conditions is critical to safe and efficient travel. MoDOT will delight its customers by using top-quality and highly visible stripes and signs.



## Roadway Visibility

### *Rate of nighttime crashes*

**Results Driver:** Don Hillis, Director of Operations

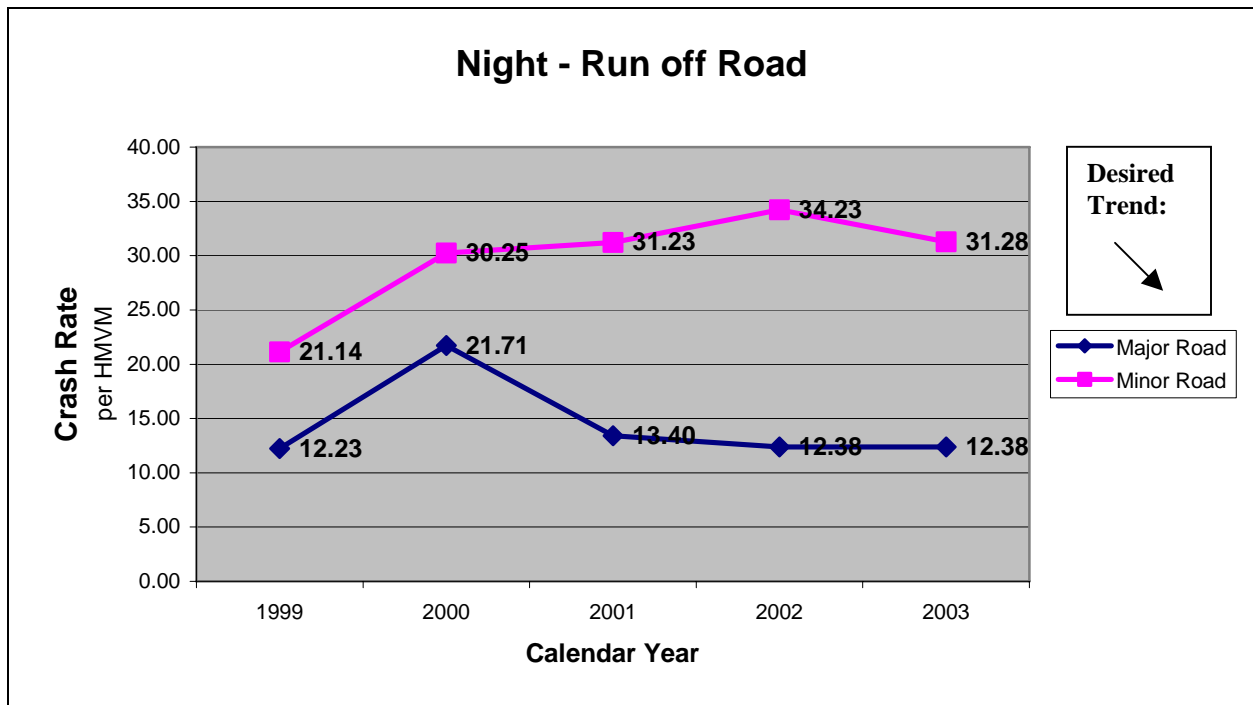
**Measurement Driver:** Michael Curtit, Assistant State Traffic Engineer

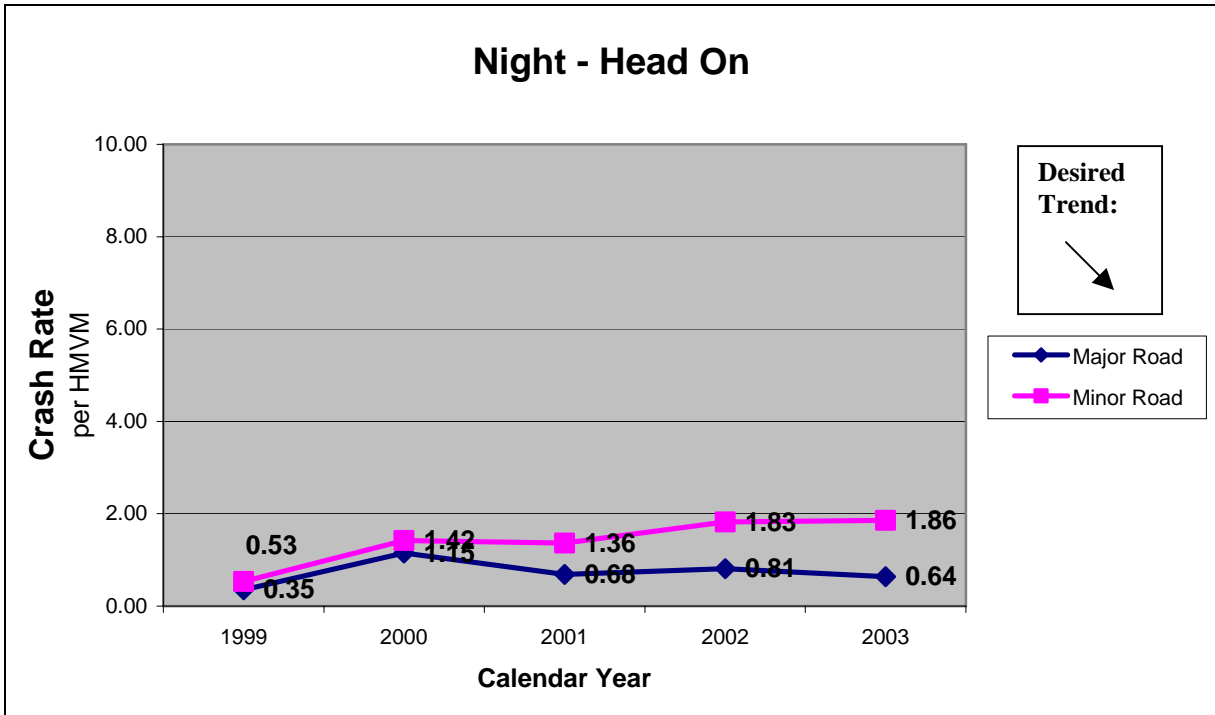
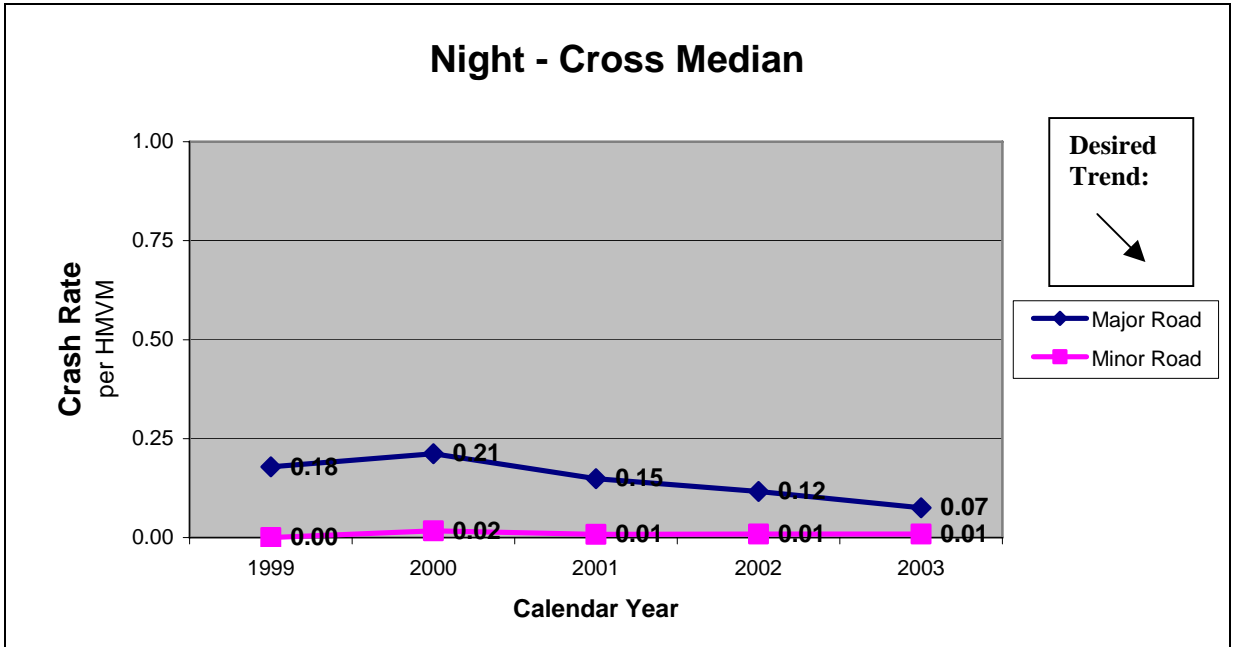
#### **Purpose of the Measure:**

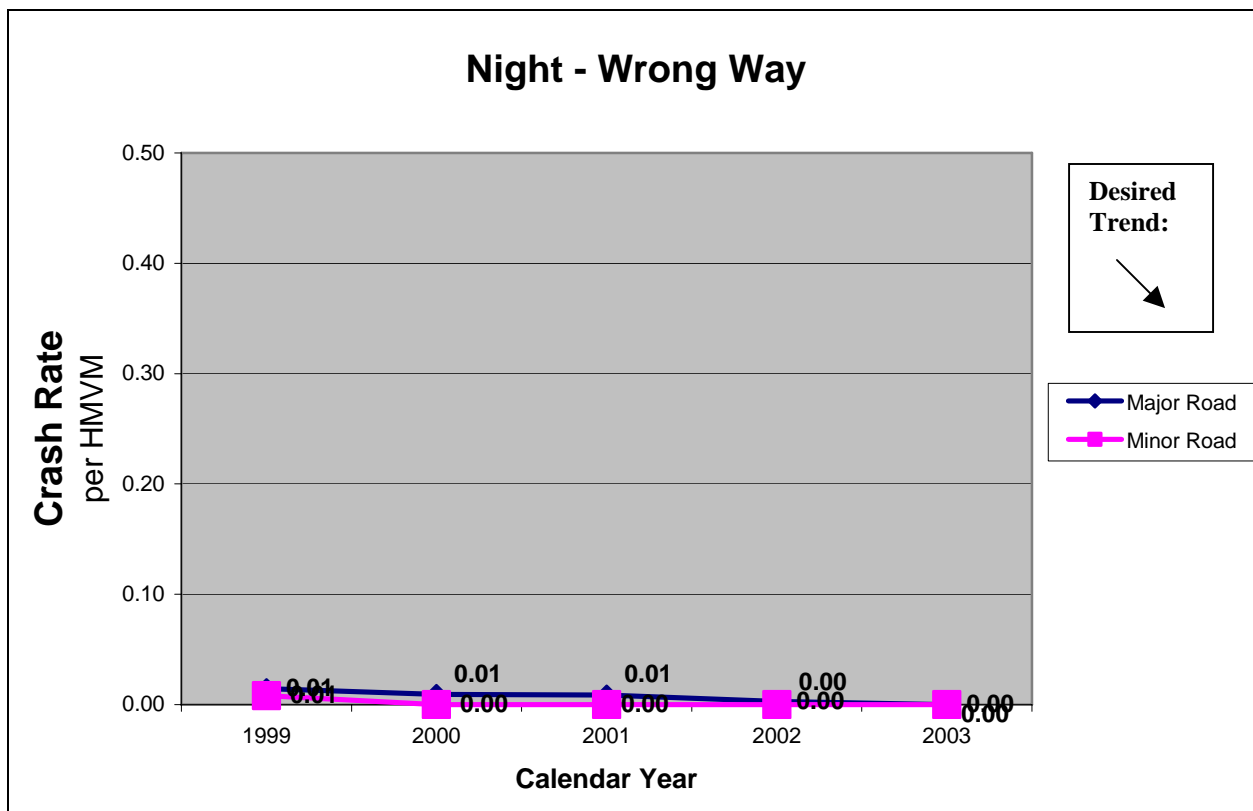
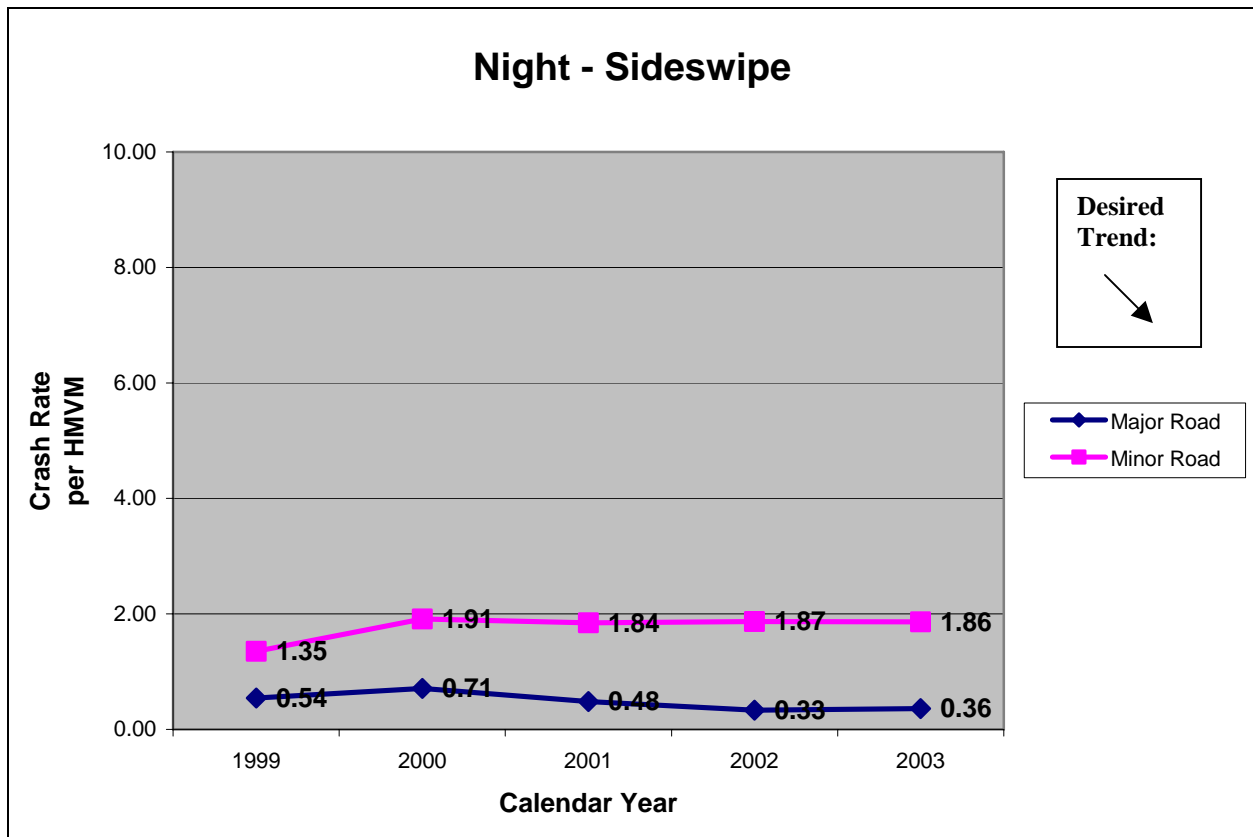
This measure tracks the types of crashes where visibility of stripes and signs may be a contributing factor.

#### **Measurement and Data Collection:**

Data is collected from the statewide crash database. This data is filtered to identify crashes that occur during night conditions. Further filtering of the data divides these night crashes by major and minor roadways. From there crash rates for the different types of crashes are calculated. The crash rates are calculated using the Average Annual Daily Traffic (AADT) counts and are expressed in the unit, per 100 million vehicle miles (HMVM), which is the national standard for expressing crash rates.







## Roadway Visibility

### *Rate of wet weather crashes*

**Results Driver:** Don Hillis, Director of Operations

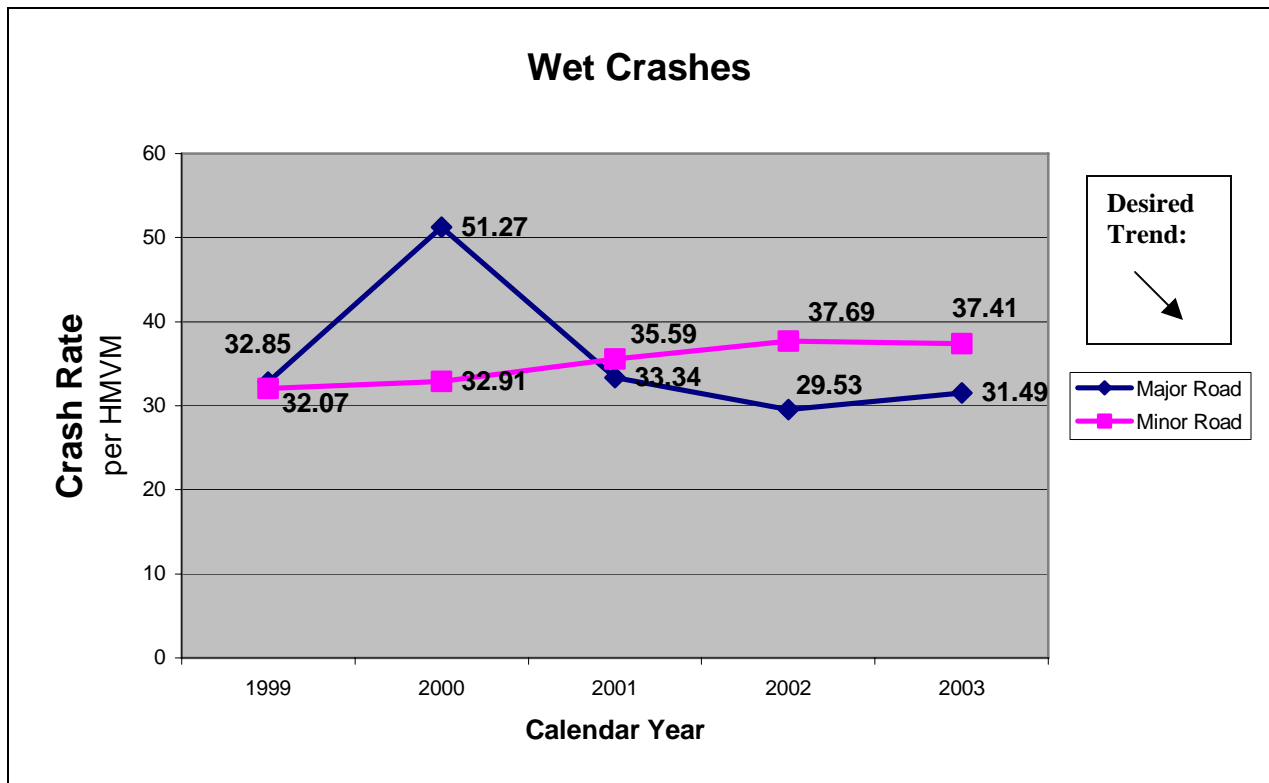
**Measurement Driver:** Michael Curtit, Assistant State Traffic Engineer

#### **Purpose of the Measure:**

This measure tracks the rate of crashes that have occurred on the state system during wet weather conditions.

#### **Measurement and Data Collection:**

Data is collected from the statewide crash database. This data is filtered to identify crashes that occur during wet weather conditions. Further filtering of the data divides these wet weather crashes by major and minor roadways. The crash rates are calculated using the Average Annual Daily Traffic (AADT) counts and are expressed in the unit, per 100 million vehicle miles (HMVM), which is the national standard for expressing crash rates.



## Roadway Visibility

*Percent of signs that meet our customers' expectations*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Brocksmith, Technical Support Engineer

**Purpose of the Measure:**

This measure will track whether the department's sign policy and the design standards, and sign replacement policy is resulting in visible signs that meet customers' expectations.

**Measurement and Data Collection:**

To date a list of sign quality attributes has been developed and approved based on an industry-wide literature review. The attributes selected for this measure will be used to develop a quality assurance checklist for signage. Data collection for this measure will be based on randomly generated road segments and collected on an annual basis beginning Fall 2005. MoDOT Maintenance employees will be responsible for data collection and analysis.

**Measure is Under  
Development**

## Roadway Visibility

*Percent of stripes that meet our customers' expectations*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Brocksmith, Technical Support Engineer

**Purpose of the Measure:**

This measure will track whether MoDOT's striping policy and processes and materials used are resulting in visible stripes that meet customer's expectations.

**Measurement and Data Collection:**

To date a list of striping quality attributes has been developed and approved based on an industry-wide literature review. The attributes selected for this measure will be used to develop a quality assurance check-list for road striping. Data collection for this measure will be based on randomly generated road segments and collected on a bi-annual basis beginning Fall 2005. MoDOT Maintenance has contracted the collection of this data.

**Measure is Under  
Development**

## Roadway Visibility

*Percent of work zones that meet customer expectations for visibility*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Pat McDaniel, Technical Support Engineer

**Purpose of the Measure:**

This measure will help the department meet the expectations of MoDOT customers concerning the visibility of work zones.

**Measurement and Data Collection:**

Using a formal inspection checklist, each district work zone coordinator will be required to rate at least ten work zones per month within their respective district, and the Central Office and district engineering staffs will be required to perform inspections of any work zones that they pass through. Data collection will begin on June 1, 2005.

**Measure is Under  
Development**

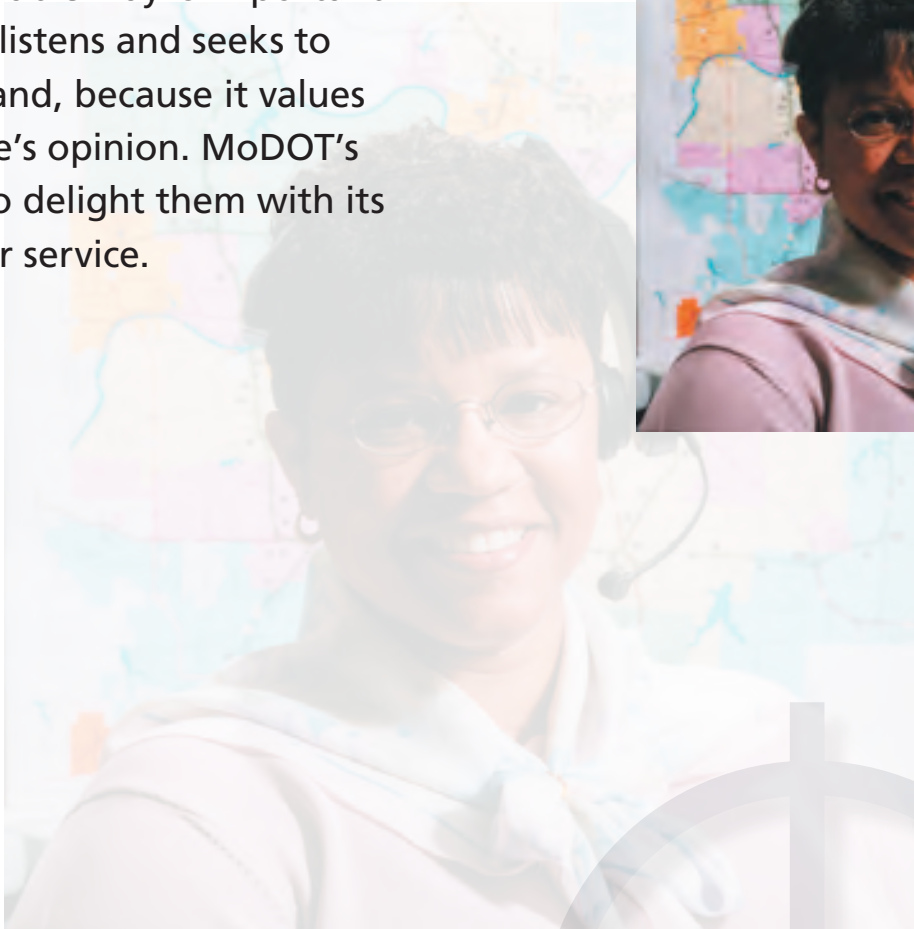


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# Personal, Fast, Courteous and Understandable Response to Customer Requests (Inbound)

*Tangible Result Driver – Jay Wunderlich,  
Governmental Affairs Director*

Responding to customers in a courteous, personal and understandable way is important. MoDOT listens and seeks to understand, because it values everyone's opinion. MoDOT's goal is to delight them with its customer service.



## Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)

### *Percent of overall customer satisfaction*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

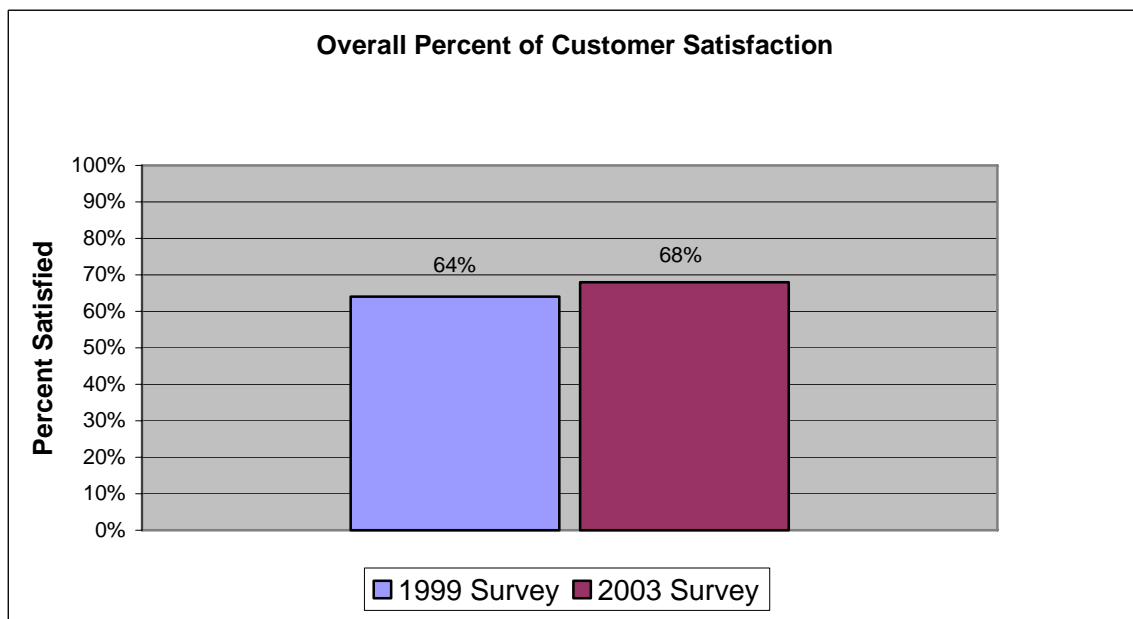
#### **Purpose of the Measure:**

This measure tracks MoDOT's progress toward the mission of delighting its customers.

#### **Measurement and Data Collection:**

Information for this performance measure was collected from Missouri citizens and MoDOT customers in two separate surveying efforts. The department's Customer Survey 2003, conducted spring/summer 2003, will serve as the primary data source (68 percent satisfaction). The baseline is based on data collected by the Constituent Service Quality Survey (64 percent satisfaction), conducted in 1999.

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin June 1, 2005 for reporting in the July 2005 Tracker.



**Desired  
Trend:**



## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that felt they were responded to quickly*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will indicate whether customers are comfortable with MoDOT's speed of response.

**Measurement and Data Collection:**

Randomly selected customers who contact MoDOT Customer Service Centers will be asked to complete a short telephone survey when their business with the customer service representative is complete. Information Systems is constructing the technical framework that will collect and perform calculations with the data. Data collection will begin June 1, 2005.

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that felt they were responded to in a personal and courteous manner*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track citizens' impressions of MoDOT's basic courtesy when responding to their inquiries.

**Measurement and Data Collection:**

Randomly selected customers who contact MoDOT Customer Service Centers will be asked to complete a short telephone survey when their business with the customer service representative is complete. Information Systems is constructing the technical framework that will collect and perform calculations with the data. Data collection will begin June 1, 2005.

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of customers who contacted MoDOT that understood the response given*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track citizens' impressions of the clarity of MoDOT's response to their inquiries.

**Measurement and Data Collection:**

Randomly selected customers who contact MoDOT Customer Service Centers will be asked to complete a short telephone survey when their business with the customer service representative is complete. Information Systems is constructing the technical framework that will collect and perform calculations with the data. Data collection will begin is June 1, 2005.

**Measure is Under  
Development**

## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Percent of Motorist Assist customers who are satisfied with the service*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Eileen Rackers, State Traffic Engineer

**Purpose of the Measure:**

This measure will help to evaluate services provided through MoDOT's Motorist Assist Program, specifically whether the customers who utilize the program are satisfied with the service. Information received will provide direction on how to strengthen the program to better serve our customers and keep traffic moving safely and efficiently.

**Measurement and Data Collection:**

Motorist Assist Operators will begin distributing a survey card to customers on June 1, 2005 to collect this data.

**Measure is Under  
Development**

## Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)

### *Number of customer contacts*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

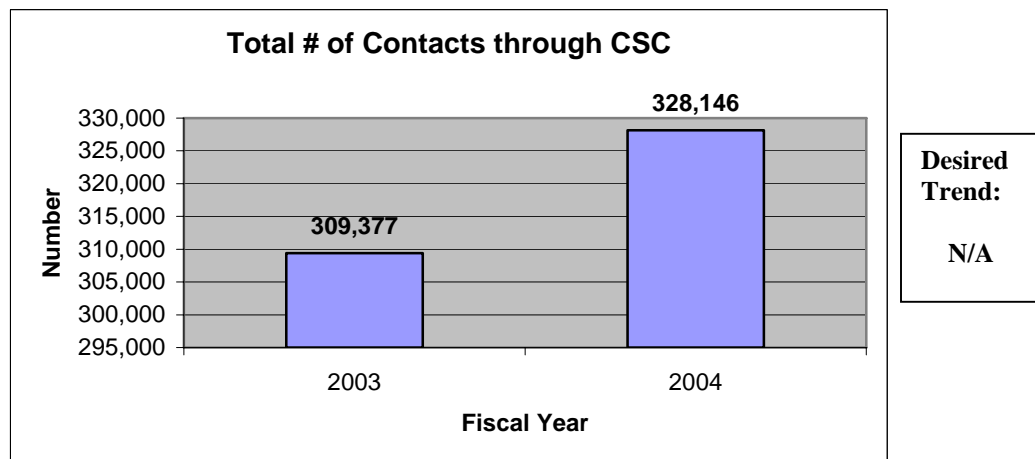
**Measurement Driver:** Marisa Brown, NE District Public Information Manager

#### **Purpose of the Measure:**

This measure tracks the number of customers who contact MoDOT. A customer contact is defined as any customer who contacts MoDOT via email, telephone, or letter through the Customer Service Centers, highway safety, human resources, and motor carriers.

#### **Measurement and Data Collection:**

Each quarter (June 1, October 1, January 1, April 1), the district offices, Highway Safety, Motor Carriers and Human Resources submit the number of customers who contacted their respective offices to the measurement driver. The chart below is only reflective of CSCs over the last two years. Beginning June 1, 2005, the chart will reflect quarterly information via the methodology referenced above.



## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Number of customer inquiries answered within 24 hours compared to total number of customer inquiries*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track how quickly MoDOT responds to customer requests and inquiries through the customer service centers. This will help gauge if MoDOT's customer service delights its customers.

**Measurement and Data Collection:**

This information will be reported from the customer service centers by generating a report based on data input plus manual tick marks. Data collection began April 1, 2005 and will be reported in the July 2005 Tracker.

**Measure is Under  
Development**



## **Personal, Fast, Courteous & Understandable Response to Customer Requests (Inbound)**

*Average response time to customers requiring follow up*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Marisa Brown, NE District Public Information Manager

**Purpose of the Measure:**

This measure will track MoDOT's responsiveness and follow up on customers' inquiries that are received through the customer service centers. This measure will track all contacts that are not responded to within 24 hours plus those contacts that require further follow up.

**Measurement and Data Collection:**

This information will be generated through the customer service center database that has been revised to provide additional measurement information. Data collection began April 1, 2005 and is expected to be available for the July 2005 Tracker.

**Measure is Under  
Development**



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# Partner with Others to Deliver Transportation Services

*Tangible Result Driver – Kevin Keith,  
Chief Engineer*

To be an effective leader in transportation, MoDOT must work with agencies and branches of government, including state, county, private industry and municipalities to deliver a quality transportation system that meets the needs of everyone. A coordinated transportation system requires partnerships to ensure compatible decisions are made. Partnering builds trust and ensures quality results.



## Partner With Others To Deliver Transportation Services

### *Number of dollars of discretionary funds allocated to Missouri*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Todd Grosvenor, Finance Manager

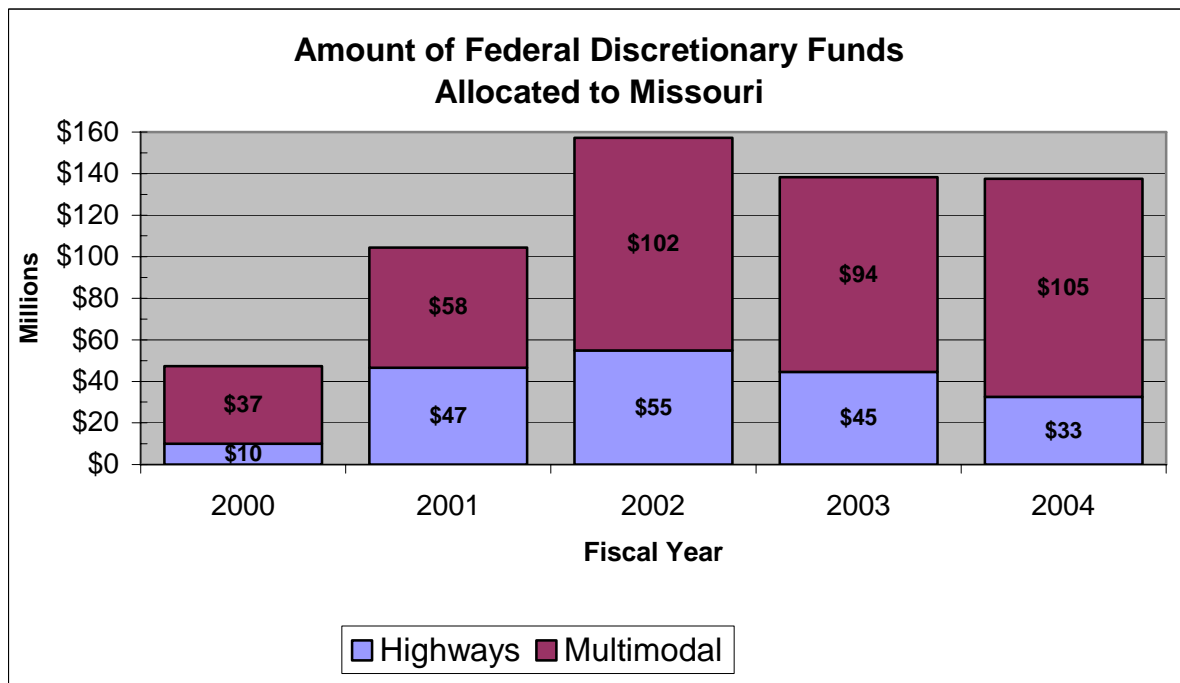
**Purpose of the Measure:**

This measure shows the amount of federal discretionary funds allocated to Missouri.

**Measurement and Data Collection:**

Federal discretionary funds are allocated to states for specific highway, waterway, aviation and transit projects. These funds are distributed administratively for programs that do not have statutory distribution formulas. States compete for these funds, which are above the formula apportionments. Some federal discretionary funds were not allocated in 2004 due to the delay in the reauthorization of TEA21.

Resource Management collects the discretionary funding information from the Federal Highway Administration and Multimodal Operations. Currently, Missouri's share of the total federal discretionary funds allocated nationwide is not shown on the graph, but will be incorporated in future Tracker editions.



Desired  
Trend:



## Partner With Others To Deliver Transportation Services

### *Percent of earmarked dollars that represent MoDOT's high priority projects*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Todd Grosvenor, Finance Manager

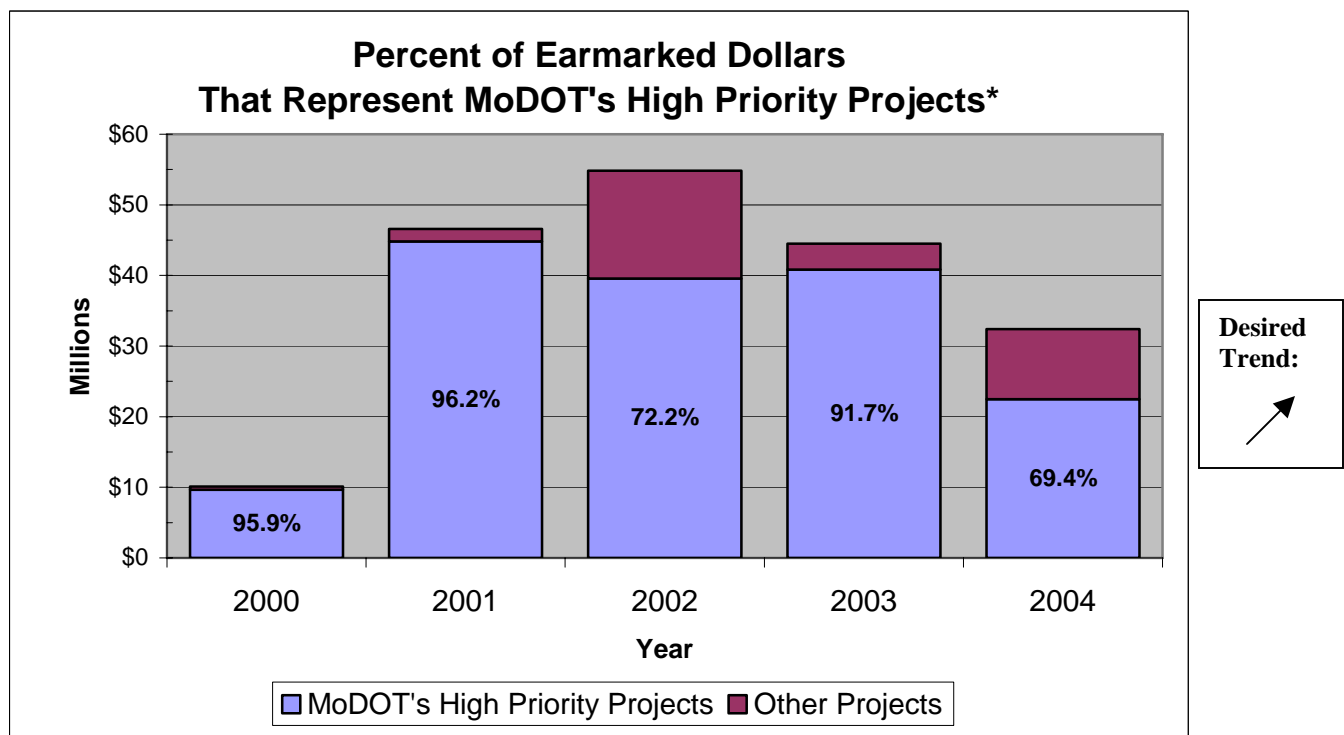
#### **Purpose of the Measure:**

This measure shows the percent of earmarked dollars that represent MoDOT's high priority projects.

#### **Measurement and Data Collection:**

Earmarked dollars are federal funds allocated to states for specific transportation projects\*. These funds are distributed administratively for programs that do not have statutory distribution formulas. States compete for these funds, which are above the formula apportionments. Some federal discretionary funds were not allocated in 2004 due to the delay in the reauthorization of TEA21.

Resource Management collects the earmarked funding information from the Federal Highway Administration. The federal priorities list, which is provided to the Missouri Congressional delegates, identifies MoDOT's high priority projects.



\* Does not include Multimodal Operations.

## **Partner With Others To Deliver Transportation Services**

*Number of dollars generated through cost-sharing and other partnering agreements*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Patty Purves, Innovative Finance Manager

**Purpose of the Measure:**

This measure will monitor the effectiveness of MoDOT's cost-share and partnering programs. It will show the funds invested in highway construction by cities, counties, transportation corporations, and transportation development districts as a result of funds being made available for local construction by MoDOT.

**Measurement and Data Collection:**

The data will come from various sources, both inside and outside of MoDOT. The sources will include transportation corporations, transportation development districts, MoDOT districts and programs with responsibility for monitoring partnering agreements. Data will be reported in the October 2005 Tracker.

**Measure is Under  
Development**

## **Partner With Others To Deliver Transportation Services**

*Number of transportation related partnering agreements*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Patty Purves, Innovative Finance Manager

**Purpose of the Measure:**

This measure will track the number of partnering agreements per year that leverage funds for transportation improvements.

**Measurement and Data Collection:**

The data will come from various sources, both inside and outside of MoDOT. The sources will include transportation corporations, transportation development districts, MoDOT districts and programs with responsibility for monitoring partnering agreements. Data will be reported in the October 2005 Tracker.

**Measure is Under  
Development**





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# Leverage Transportation to Advance Economic Development

*Tangible Result Driver – Pat Goff,  
Director of Finance*

Transportation is essential to Missouri's economic well-being. It plays a critical role in creating jobs and stimulating lasting growth for Missouri. In addition, focusing on ways to advance economic development helps MoDOT achieve its mission of promoting a prosperous Missouri.



## Leverage Transportation To Advance Economic Development

### *Miles of new 4-lane corridors completed*

**Results Driver:** Pat Goff, Director of Finance

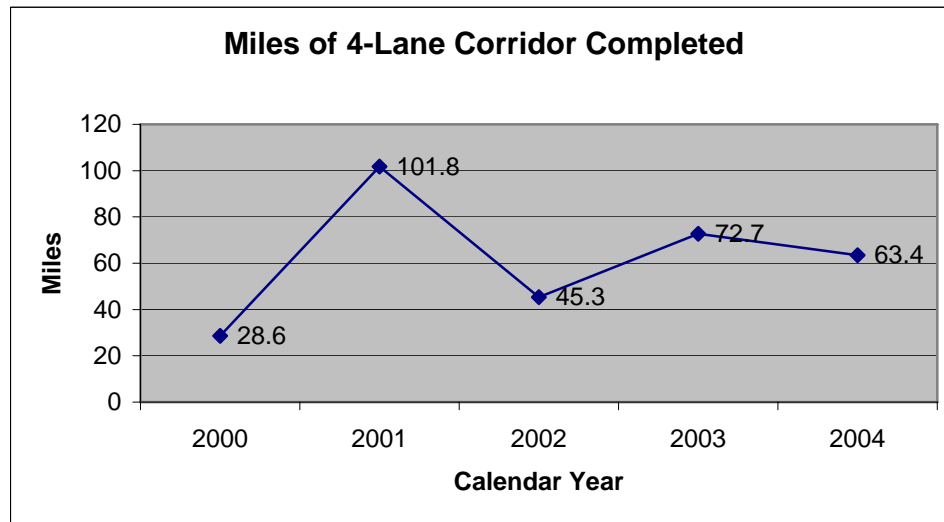
**Measurement Driver:** Jay Bledsoe, Transportation System Analysis Engineer

**Purpose of the Measure:**

This measure tracks the miles of additional divided highways available to the public. Access to a divided highway system supports economic development in Missouri.

**Measurement and Data Collection:**

Projects that create or complete sections of dual-divided highways will be identified and tracked. Completion will be defined as the date the project is opened to traffic.



**Desired  
Trend:**  
  
N/A

## **Leverage Transportation To Advance Economic Development**

*Number of dollars invested that enhance specific economic development projects*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Patty Purves, Innovative Finance Manager

**Purpose of the Measure:**

This measure will track dollars invested that enhance specific economic development projects.

**Measurement and Data Collection:**

MoDOT's Transportation Planning Division will collect the data and a report will be available in the October 2005 Tracker.

**Measure is Under  
Development**

## Leverage Transportation To Advance Economic Development

### *Percent utilization of SIB & STAR loan programs*

**Results Driver:** Pat Goff, Director of Finance

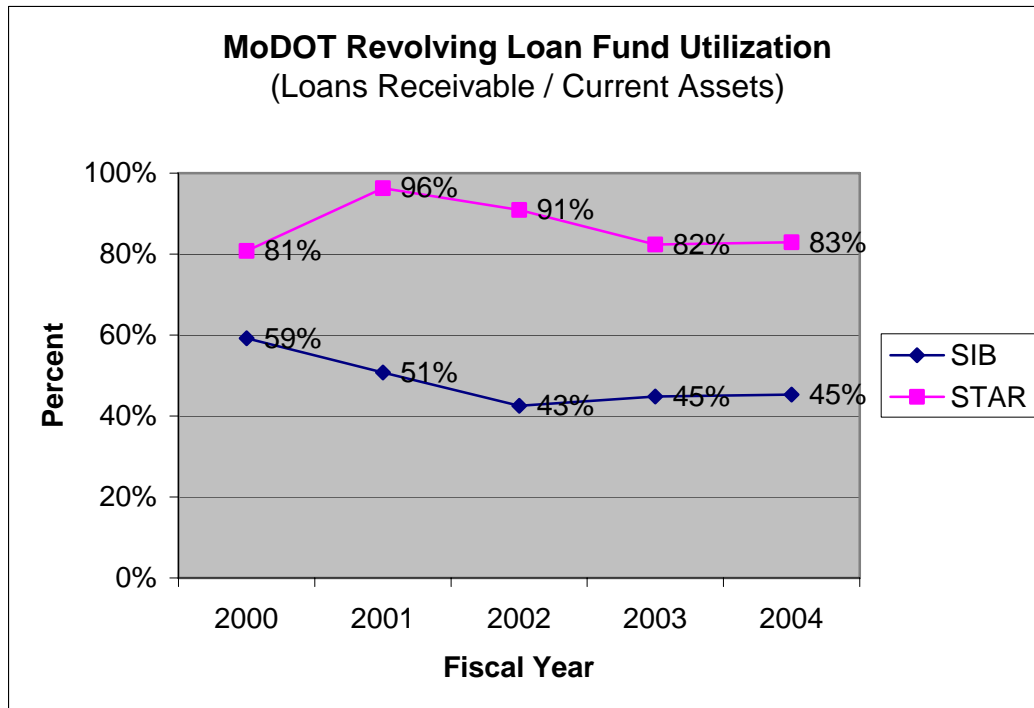
**Measurement Driver:** Patty Purves, Innovative Finance Manager

#### **Purpose of Measure:**

This measure shows the percent utilization of MoDOT's revolving loan programs, the SIB and the STAR. It demonstrates how well utilized these funds are by showing a ratio of how much of the funds are currently on loan versus the amount available to be loaned.

#### **Measurement and Data Collection:**

This data is collected through a database used to track SIB (state infrastructure bank) and STAR (state transportation assistance revolving) loan programs. The SIB finances both highway and non-highway projects. The STAR finances non-highway projects. The data itself will not tell the amount of funds available nor give a sure sign of the future of said funds. The funds themselves, though both being revolving loan funds, do not accurately compare to each other, due to both size and process.



**Desired  
Trend:**



## **Leverage Transportation To Advance Economic Development**

### ***Number of jobs supported through transportation investment***

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Patty Purves, Innovative Finance Manager

**Purpose of the Measure:**

This measure will monitor the number of jobs supported through investment in the various transportation modes.

**Measurement and Data Collection:**

MoDOT is partnering with the Department of Economic Development to complete economic modeling of the state's transportation investment. Through these efforts, the department will be able to provide corridor level analysis throughout the year to demonstrate employment benefits related to specific projects and corridors. It is anticipated MoDOT's Research, Development & Technology Division (RDT) will begin the economic modeling during June 05 and the results will include the estimated number of jobs created and sustained through the state's transportation investment. RDT intends to complete an analysis of the State's yearly investment one time a year. Data will be reported in the July 2005 Tracker.

**Measure is Under  
Development**



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# Innovative Transportation Solutions

*Tangible Result Driver – Mara Campbell,  
Strategic Planning & Policy Manager*

MoDOT values innovation. The department empowers employees to generate innovative ideas. They are the ones that make concepts come to life so that MoDOT can serve its customers better, faster and at less expense to the taxpayer.



## Innovative Transportation Solutions

### *Annual dollar amount saved by implementing innovative engineering methods*

**Results Driver:** Mara Campbell, Strategic Planning and Policy Manager

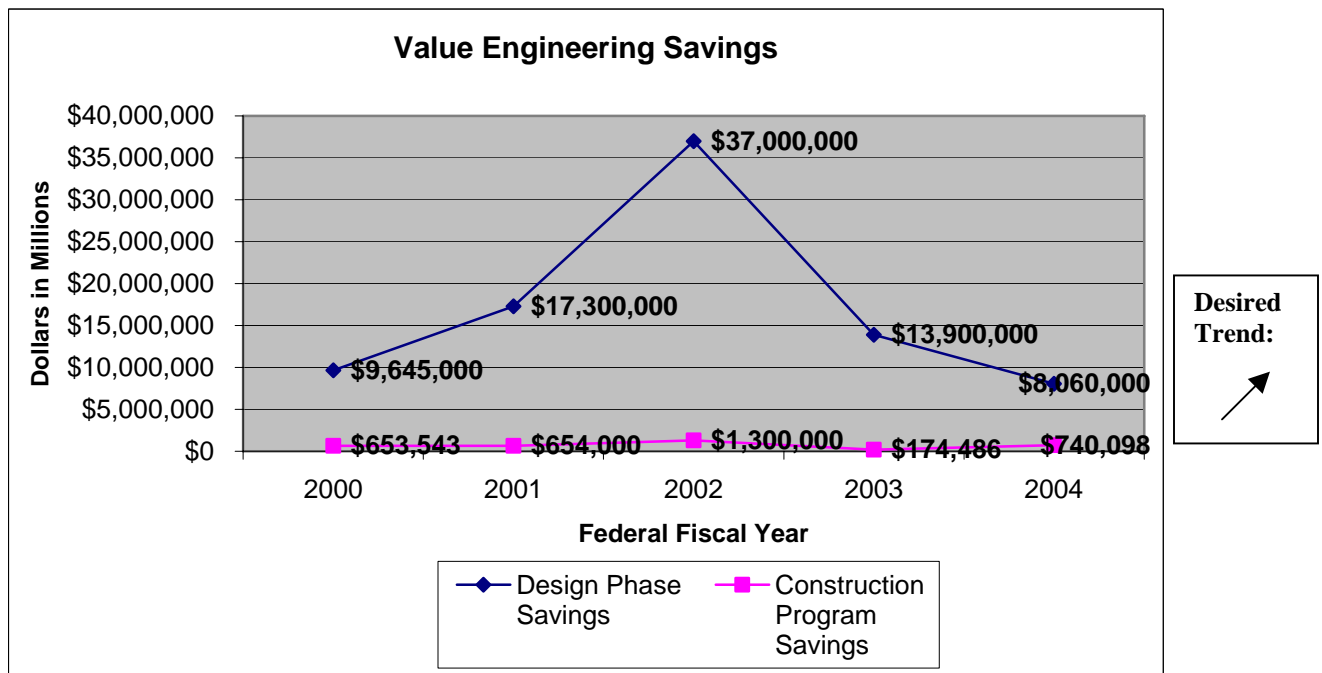
**Measurement Driver:** Diane Heckemeyer, State Design Engineer

#### **Purpose of the Measure:**

This measure tracks the amount of money MoDOT saves by implementing innovative engineering methods.

#### **Measurement and Data Collection:**

At the project level, the most quantifiable innovations that should result in cost savings are value engineering and design modifications. In addition to savings achieved at the design phase, construction program savings can also be identified when value engineering is used. VE is the systematic application of known recognized techniques by multi-disciplined teams that identify the function of a product or service and identify cost effective alternatives using creative approaches to improve a project's quality and efficiency. Design modifications are variations from standards to fit the individual characteristics of a specific project. Currently staff is working to identify cost savings associated with practical design. It is anticipated that a report will be available in the July 2005 Tracker.





## Innovative Transportation Solutions

### *Number of external awards received*

**Results Driver:** Mara Campbell, Strategic Planning & Policy Manager

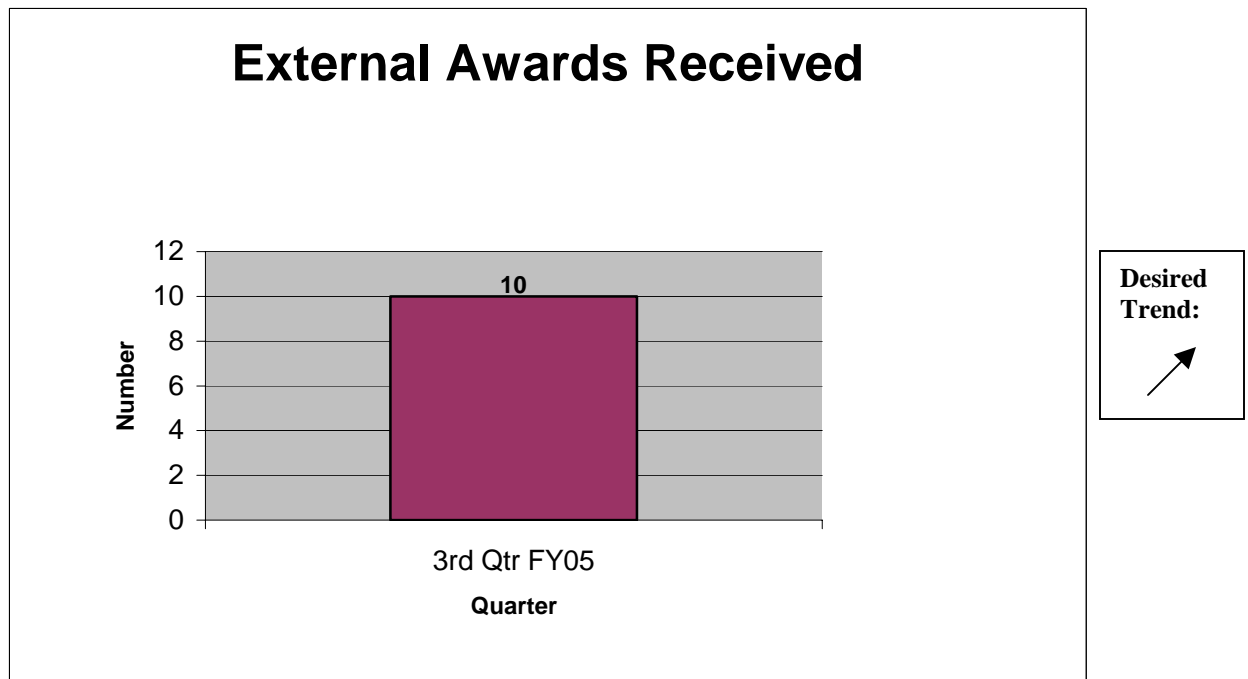
**Measurement Driver:** Rebecca Geyer, Senior Performance Analyst/Facilitator

**Purpose of the Measure:**

This measure tracks the number of external awards received by the department. Many of these awards relate to quality and therefore display the department's dedication to efficiency, innovation and quality throughout the organization.

**Measurement and Data Collection:**

Each district and division office tracks the awards presented to the department by external organizations, to include all awards presented to individuals, teams, districts, divisions and MoDOT as a whole. This data enables the department to measure progress and encourage further participation in award programs. It also provides opportunities for the department to increase public awareness of department activities. Data collection began for this measure on January 1, 2005.





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# Fast Projects That Are of Great Value

*Tangible Result Driver – Dave Nichols,  
Director of Project Development*

MoDOT customers expect that transportation projects be completed quickly and provide major improvements for travelers. MoDOT will honor project commitments because it believes in integrity.



## Fast Projects That Are Of Great Value

### *Percent of estimated project cost as compared to final project cost*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Kyle Kittrell, Transportation Planning Director

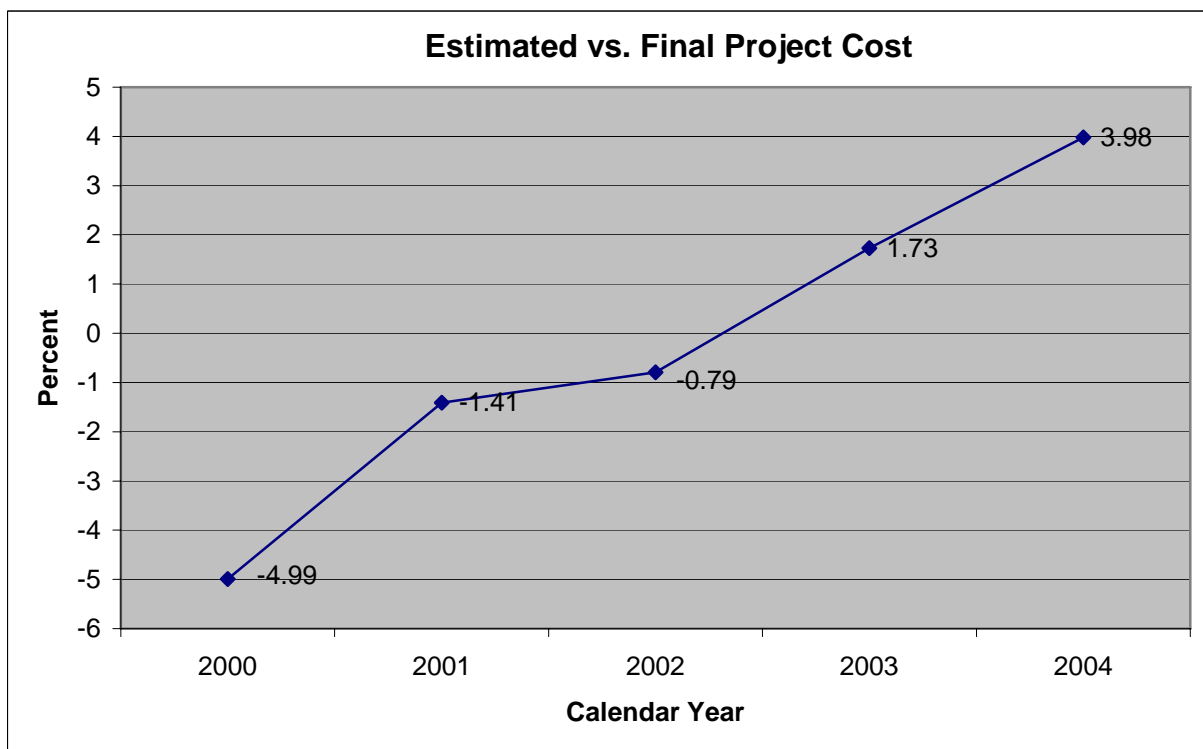
#### **Purpose of the Measure:**

This measure determines how close MoDOT's total program completion costs are to the estimated costs.

#### **Measurement and Data Collection:**

The department determines the completed project costs and compares them to the estimated costs. The completed project costs are reported during the calendar year in which the project is completed.

Project costs include design, right of way purchases, utilities, construction, inspection and other miscellaneous costs. The estimated cost is based on the amount included in the most recently approved Statewide Transportation Improvement Program. Completed costs include actual expenditures. Positive numbers indicate the final (completed) cost was higher than the estimated cost.



*Positive numbers indicate the final (completed) cost was higher than the estimated cost.*

## Fast Projects That Are Of Great Value

*Number of calendar days it takes to go from the programmed commitment on the Statewide Transportation Improvement Program to construction completion*

**Results Driver:** Dave Nichols, Director of Project Development

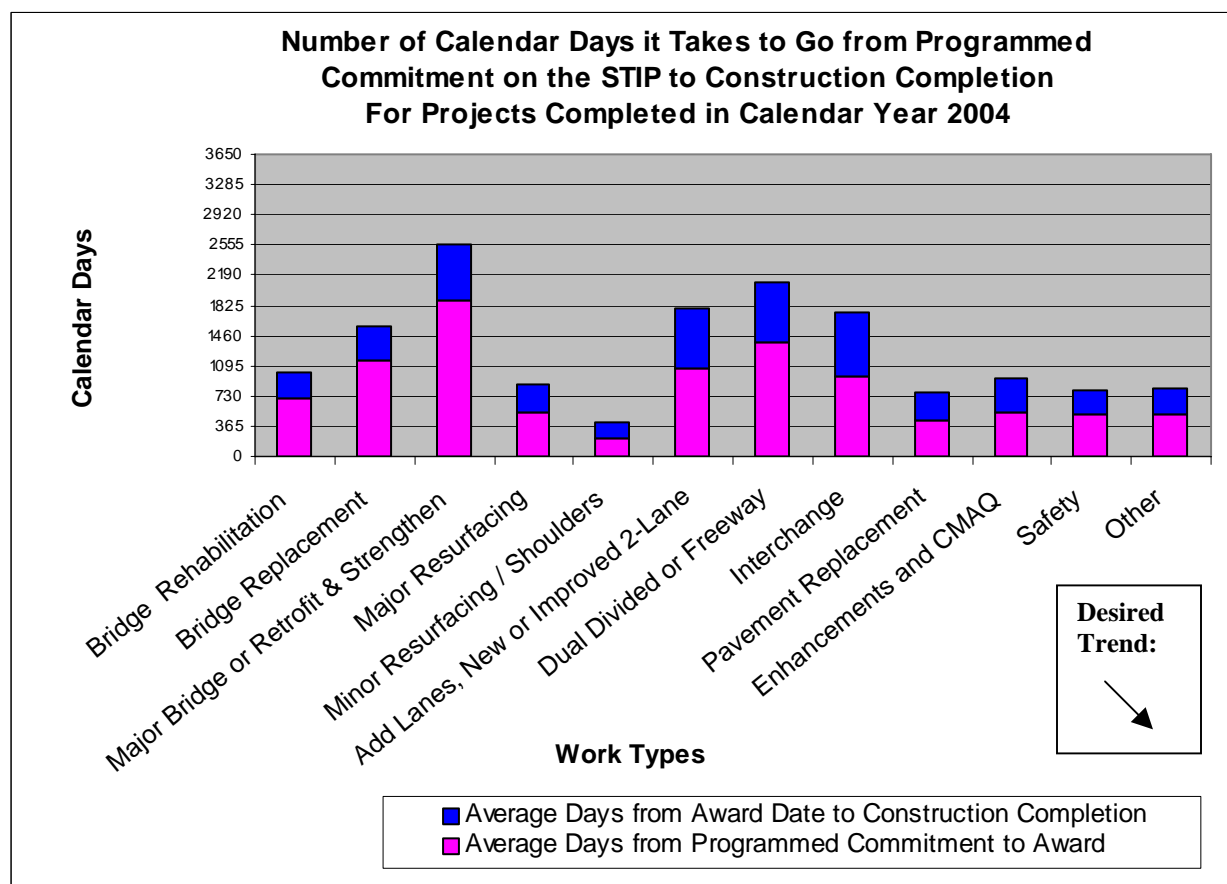
**Measurement Driver:** Kyle Kittrell, Transportation Planning Director

**Purpose of the Measure:**

This measure determines how quickly projects go from the programmed commitment to construction completion. Customers perceive this time as 'project wait-time.'

**Measurement and Data Collection:**

MoDOT compares how long it takes from when the project is added to the Statewide Transportation Improvement Program to when the construction work is finished, and the public is using the new transportation improvement. Data is categorized by the type of work, and distinguishes between design and construction stages.



## Fast Projects That Are Of Great Value

### *Percent of projects completed within budget*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Dave Ahlvers, State Construction Engineer

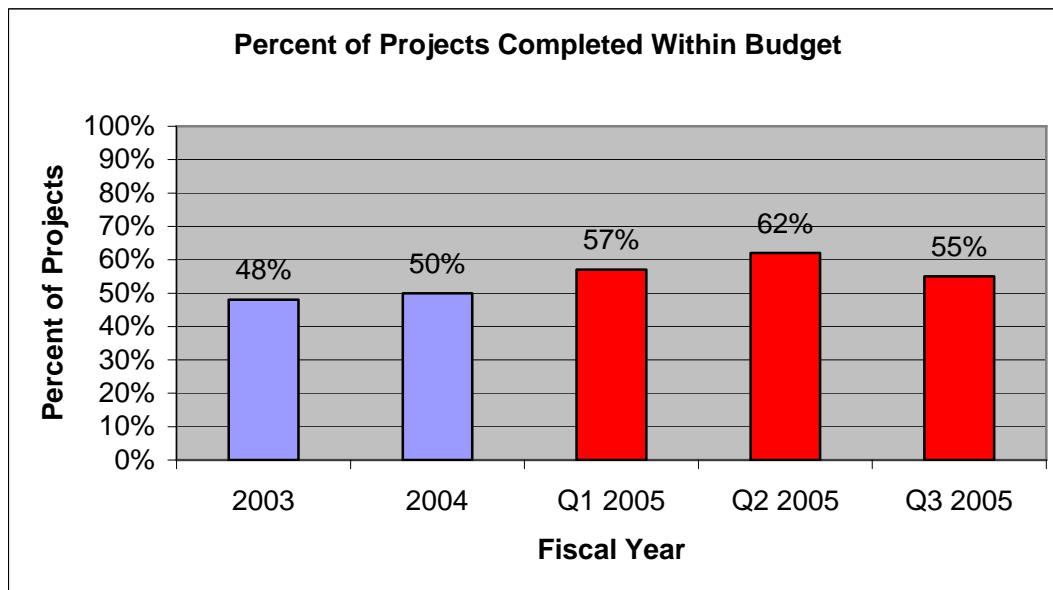
#### **Purpose of Measure:**

The measure tracks the percentage of projects completed within the programmed amount. The cost includes such items as engineering, right of way, and contract payments.

#### **Measurement and Data Collection:**

The completed project cost is compared to the estimated cost for each project. The percentage of projects completed within the estimate cost is calculated.

Project costs include design, right of way purchases, utilities, and construction payments, inspection and other miscellaneous cost.



**Desired  
Trend:**



\*Note full fiscal years are displayed in blue and quarters are displayed in red.

## Fast Projects That Are Of Great Value

### *Percent of projects completed on time*

**Results Driver:** Dave Nichols, Director of Project Development

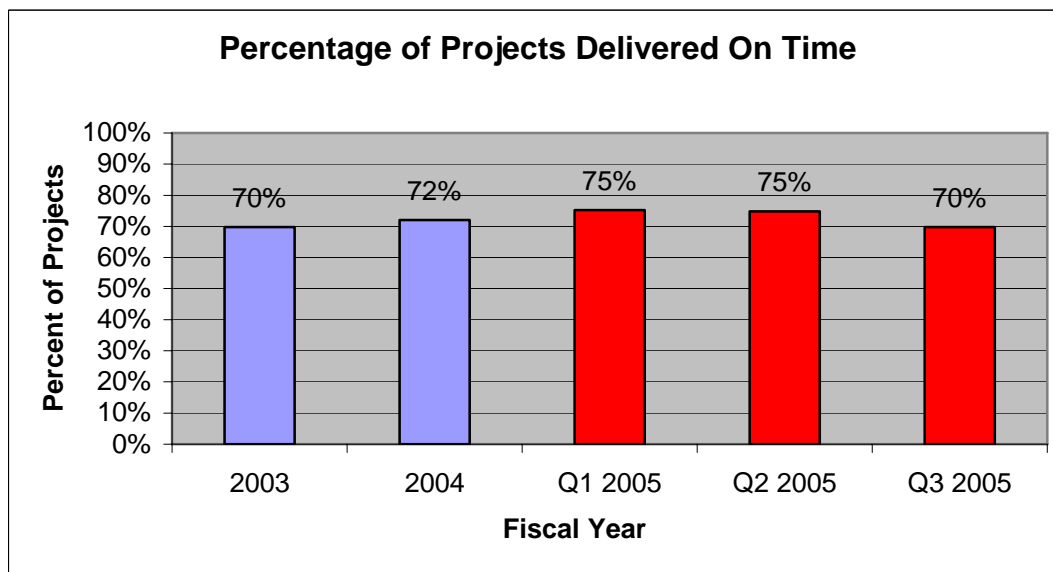
**Measurement Driver:** Dave Ahlvers, State Construction Engineer

#### **Purpose of the Measure:**

This measure tracks the percentage of projects completed by the commitment date established in the contract. It will indicate MoDOT's ability to complete projects by the date communicated.

#### **Measurement and Data Collection:**

The project manager will establish project completion dates for each project. This will be documented in the Site Manager and Statewide Transportation Improvement Program.databases. It will be part of the plans, specifications and estimates submittal. The actual completion date will be documented by the Resident Engineer and placed in SiteManager.



**Desired  
Trend:**



\*Note full fiscal years are displayed in blue and quarters are displayed in red.

## Fast Projects That Are Of Great Value

### *Percent of change for finalized contracts*

**Results Driver:** Dave Nichols, Director of Project Development

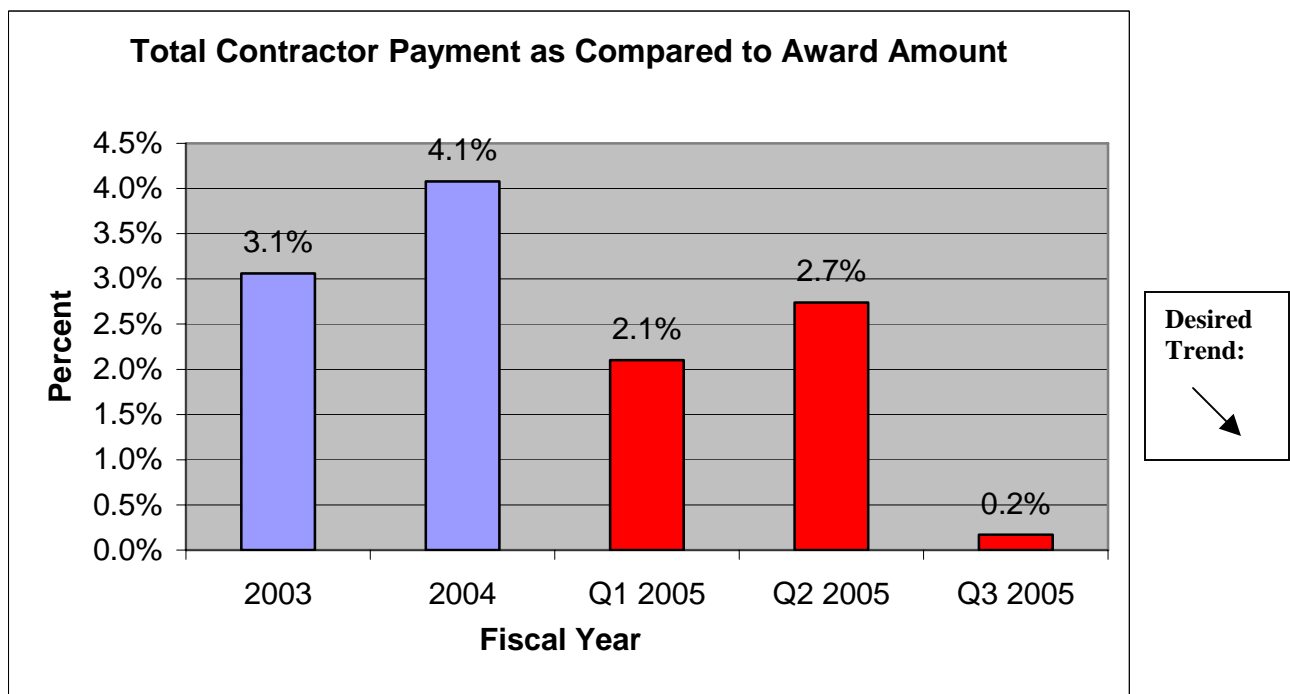
**Measurement Driver:** Dave Ahlvers, State Construction Engineer

#### **Purpose of the Measure:**

The measure tracks the percentage difference of total construction payouts to the contract award amount. This indicates how closely MoDOT is building construction projects to the amount awarded to the contractor.

#### **Measurement and Data Collection:**

Contractor payments are generated through the SiteManager database and processed in the Financial Management System for payment. Change orders document the underrun/overrun of the original contract.



\*Note full fiscal years are displayed in blue and quarters are displayed in red.



## Fast Projects That Are Of Great Value

### *Average construction cost per day by contract type*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Dave Ahlvers, State Construction Engineer

#### **Purpose of the Measure:**

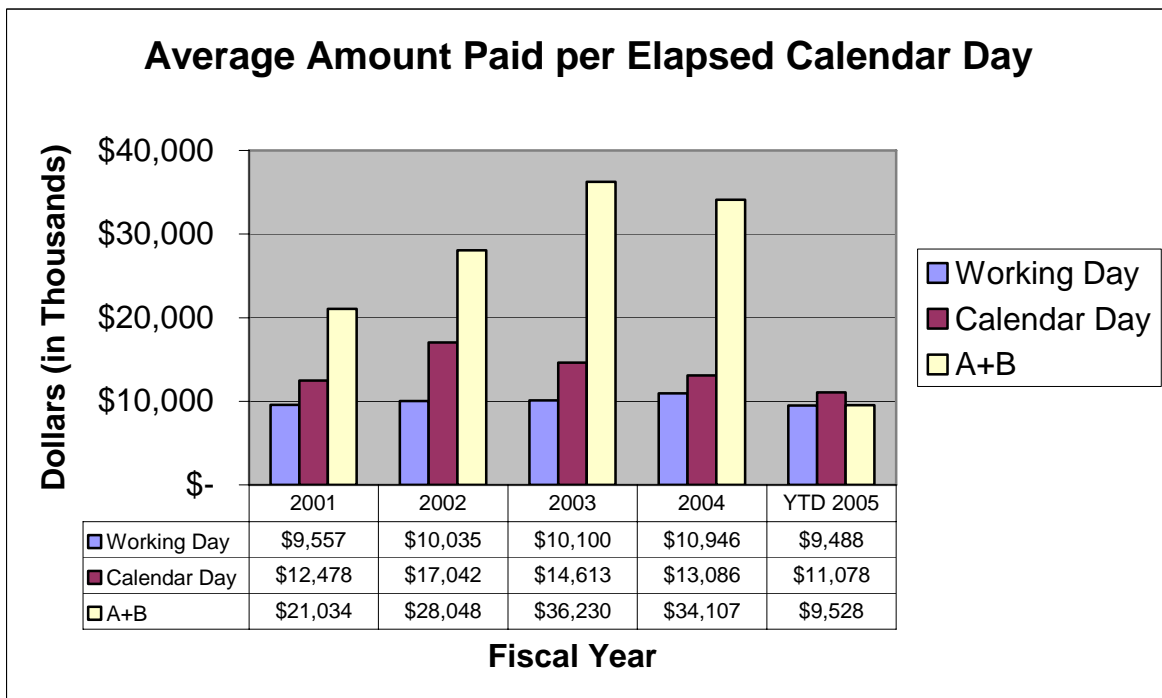
This measure tracks the cost per day for project completion to determine the impact to the traveling public, enabling MoDOT to better manage project completion needs.

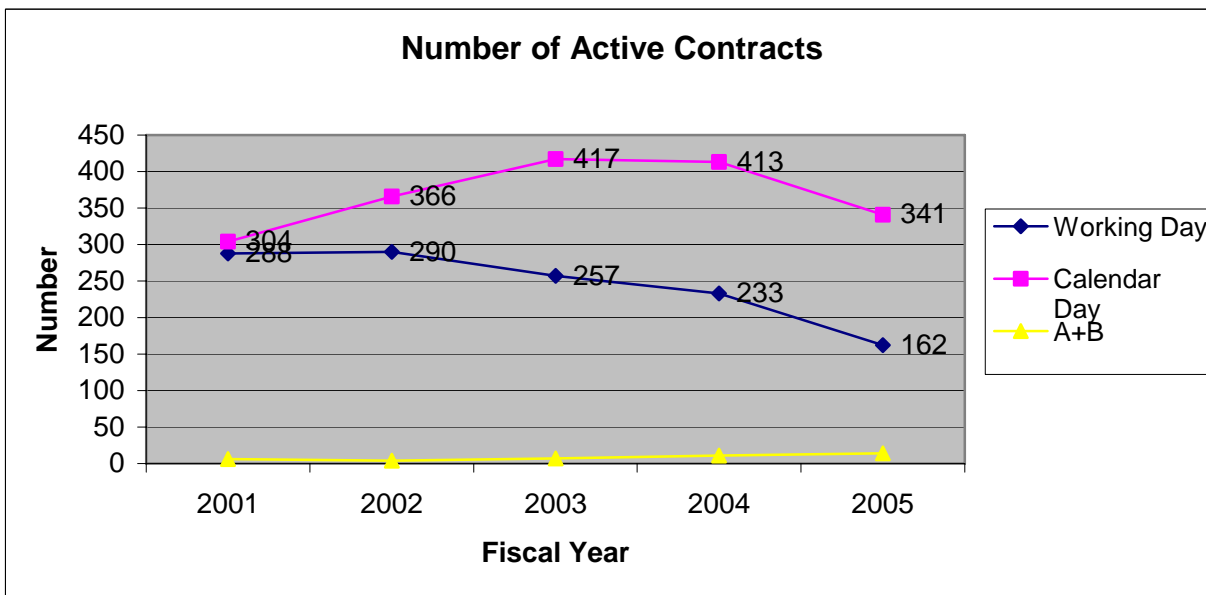
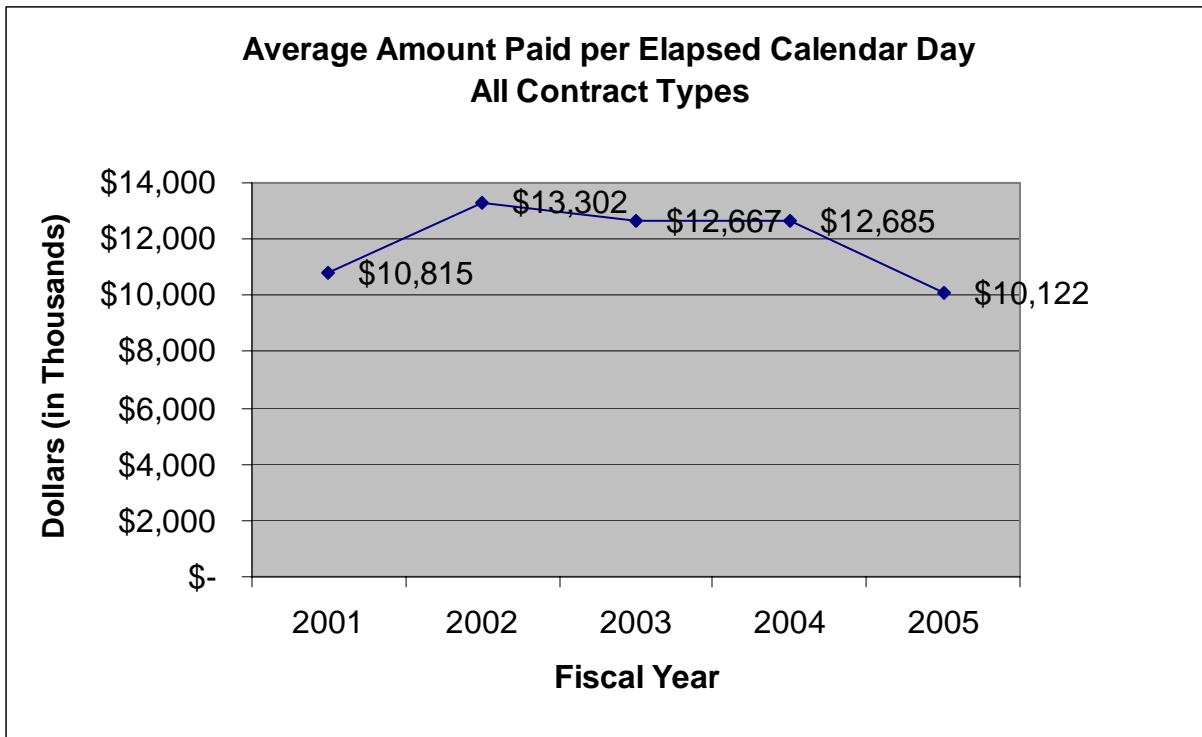
#### **Measurement and Data Collection:**

This information is gathered by extracting the actual time used for construction from the summary of working days in the SiteManager database and dividing it by the total costs of the project.

The measurement groups construction contracts into three categories:

- **WD** working day contracts
- **CD** calendar day contracts and;
- **A + B** or innovative contracts that provide incentive/disincentives to the contractor for early completion.





## Fast Projects That Are Of Great Value

*Percent of completed projects that our customers felt were the right transportation solution*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Mike Shea, Assistant State RDT Engineer

**Purpose of the Measure:**

The measure will provide information on how the public perceives MoDOT's performance in providing the right transportation solutions.

**Measurement and Data Collection:**

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin by June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

## Fast Projects That Are Of Great Value

### *Percent of project timeliness as compared to other state DOTs*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Diane Heckemeyer, State Design Engineer

**Purpose of the Measure:**

This measure will track how MoDOT compares to other state Departments of Transportation with regards to project timeliness. The planning, design and construction process associated with a MoDOT project can be a lengthy one for a variety of reasons. MoDOT's customers do not understand the length of the process, often using this lack of understanding to form a negative view of the department. Comparing the time it takes for MoDOT to complete projects of a similar type with those from other DOTs will help demonstrate its level of performance to the public, could point out the need for greater educational efforts by the department and could add to the need for partnering and streamlining actions.

**Measurement and Data Collection:**

At the national level, a group of volunteer states will be participating in a prototype for comparative performance measures with regards to the topic of project delivery. Missouri has agreed to participate in this prototype. It is anticipated that data collection will begin Summer 2005.

**Measure is Under  
Development**

## Fast Projects That Are Of Great Value

### *Percent of projects that represent great value*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Diane Heckemeyer, State Design Engineer

**Purpose of the Measure:**

Despite the fact that the general public does not have a good handle on just how expensive highway and bridge projects are, they do find projects to be of great value once they are constructed and open to traffic. Validating that assumption with this measure could aid MoDOT's efforts to receive additional funding that would enable it to take better care of the statewide system with more projects of great value.

**Measurement and Data Collection:**

Staff is working to identify an approach that will help the department evaluate this measure.

**Measure is Under  
Development**



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# Environmentally Responsible

*Tangible Result Driver – Dave Nichols,  
Director of Project Development*

MoDOT takes great pride in being a good steward of the environment, both in the construction and operation of Missouri's transportation system and in the manner in which its employees complete their daily work. The department strives to protect, conserve, restore and enhance the environment while it plans, designs, builds, maintains and operates a complex transportation infrastructure.



## Environmentally Responsible

### *Percent of projects completed without environmental violation*

**Results Driver:** Dave Nichols, Director of Project Development

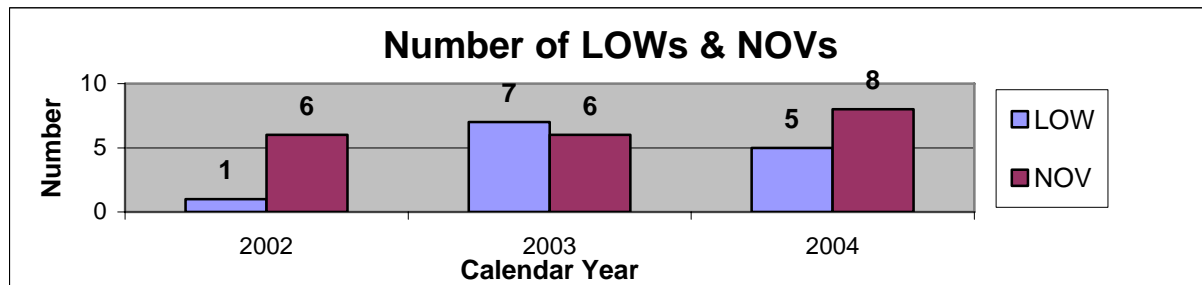
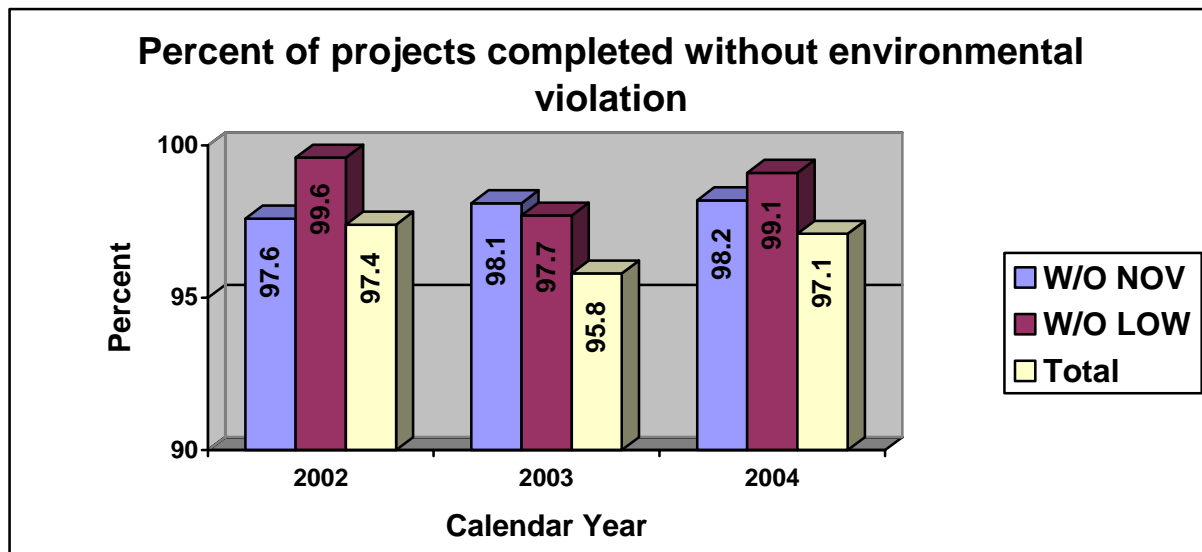
**Measurement Driver:** Kathy Harvey, Technical Support Engineer

#### **Purpose of the Measure:**

This measure tracks environmental violations the department receives. MoDOT projects must comply with several environmental laws and regulations. In order to be in compliance, MoDOT makes commitments throughout the project development process that must be carried forward during construction and maintenance. In addition, the various permits obtained for the projects also contain specific requirements that must be complied with. If a violation is noted, it can result in either a Letter of Warning (LOW) or a Notice of Violation (NOV) to MoDOT.

#### **Measurement and Data Collection:**

LOWs and NOVs both are written correspondence to MoDOT from the regulatory agency. MoDOT keeps a database of all of these received by project number. The report shown is by project with a list of violations received, which may span several years. The chart below is based on a calendar year of projects reported to be completed during that year and the number of violations received.





## Environmentally Responsible

### *Number of projects on which MoDOT protects or restores sensitive species or habitat*

**Results Driver:** Dave Nichols, Director of Project Development

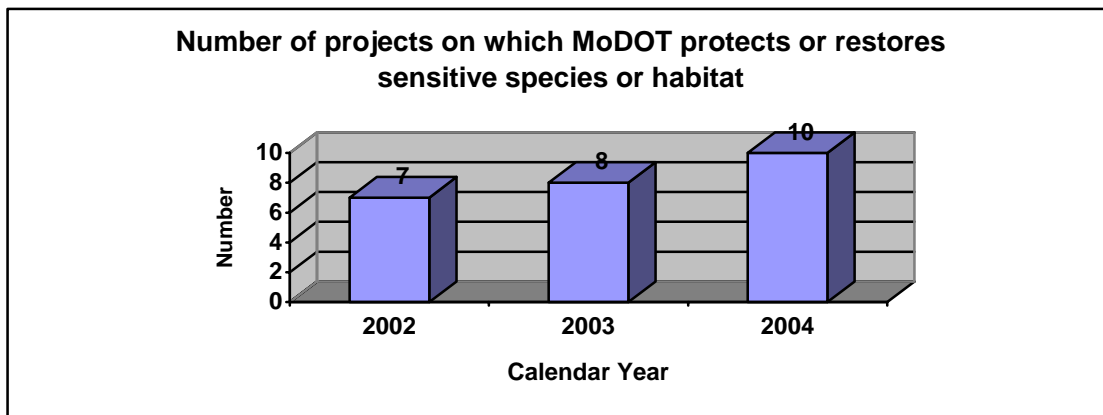
**Measurement Driver:** Kathy Harvey, Technical Support Engineer

#### **Purpose of the Measure:**

Missouri is home to many rare species of plants and animals, some of which are on the federal endangered species list. The Endangered Species Act of 1973 (as amended) prohibits harm or harassment of these species. Avoiding or minimizing harm to these species and protecting or restoring their habitat is a fundamental obligation of this organization. Avoidance and/or protection is the first goal of our efforts, but restoration is the minimum acceptable result.

#### **Measurement and Data Collection:**

On all MoDOT projects, the department investigates and informs the US Fish and Wildlife Service of any activity in the vicinity of a known threatened or endangered species or critical habitat. Through the required consultation process with them, primarily through letters, MoDOT has the data to report on this measure. Many MoDOT projects will never get close to a site and therefore will not be included in this data. The report will document the total number of projects per year that protect or replace sensitive habitat.



**Desired  
Trend:**

N/A

## Environmentally Responsible

### *Percent of air quality days that meet Environmental Protection Agency (EPA) standards by metropolitan area*

**Results Driver:** Dave Nichols, Director of Project Development

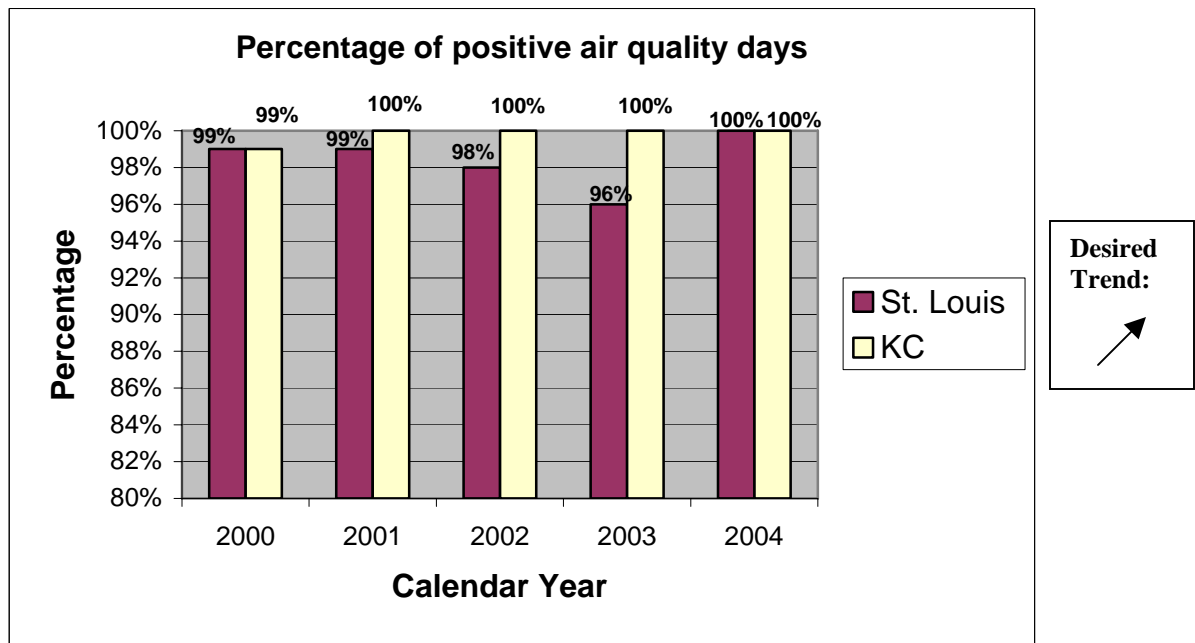
**Measurement Driver:** Kyle Kittrell, Director of Transportation Planning

#### **Purpose of the Measure:**

This measure tracks MoDOT's role in improving the air quality of Missouri's metro areas. The Environmental Protection Agency (EPA) approves state plans to improve air quality. MoDOT makes every effort to design and build roads that meet air quality standards and do not violate the EPA-approved plans.

#### **Measurement and Data Collection:**

EPA establishes several air quality standards for the United States. The ground level ozone standard affects Missouri. Ozone readings are collected in Kansas City and St. Louis during the ozone season – April through October. The data contained in the table below reflects the percentage of days, by metro area, that met the EPA's ground level ozone standard.



## Environmentally Responsible

### *Percent of alternative fuel consumed*

**Results Driver:** Dave Nichols, Director of Project Development

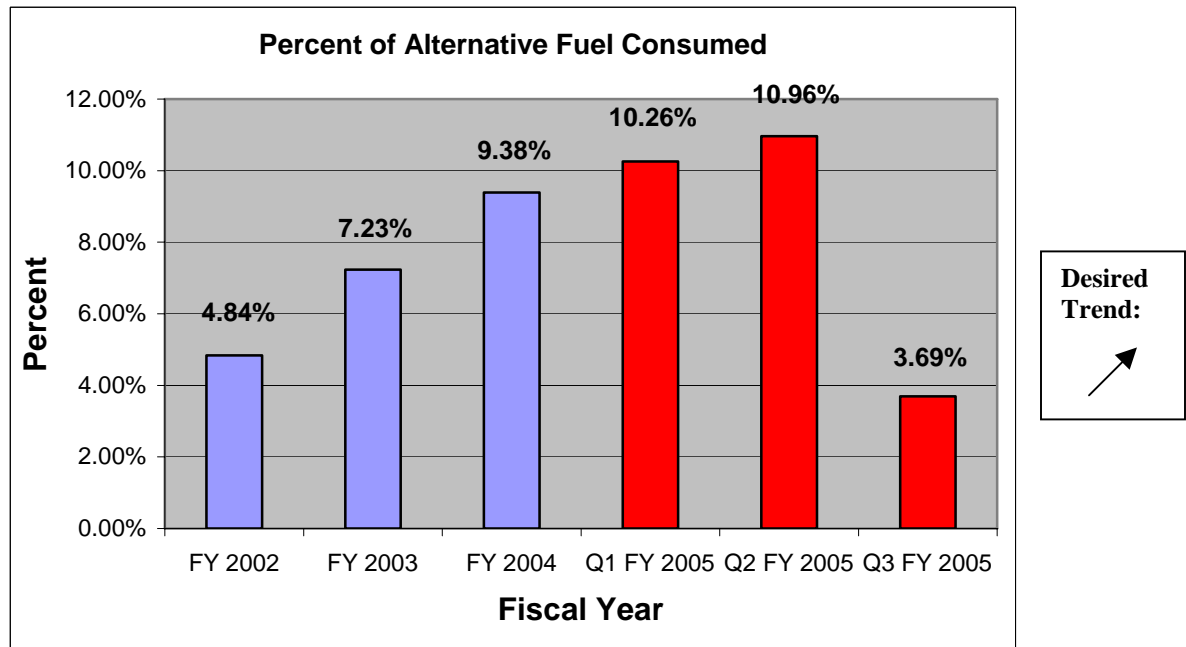
**Measurement Driver:** Dave DeWitt, Director of Administrative Services

**Purpose of the Measure:**

This measure tracks the use of alternative fuels. It shows MoDOT's contribution toward environmental responsibility and conservation of resources.

**Measurement and Data Collection:**

Alternative fuel is E-85 and biodiesel. When a user pumps fuel into a MoDOT vehicle or piece of equipment, that usage by gallon and by fuel type is captured in the SAMII system. Reports are generated to extract the number of gallons used from that system.



\*Note full fiscal years are displayed in blue and quarters are displayed in red.

## Environmentally Responsible

### *Number of historic resources avoided or protected as compared to those mitigated*

**Results Driver:** Dave Nichols, Director of Project Development

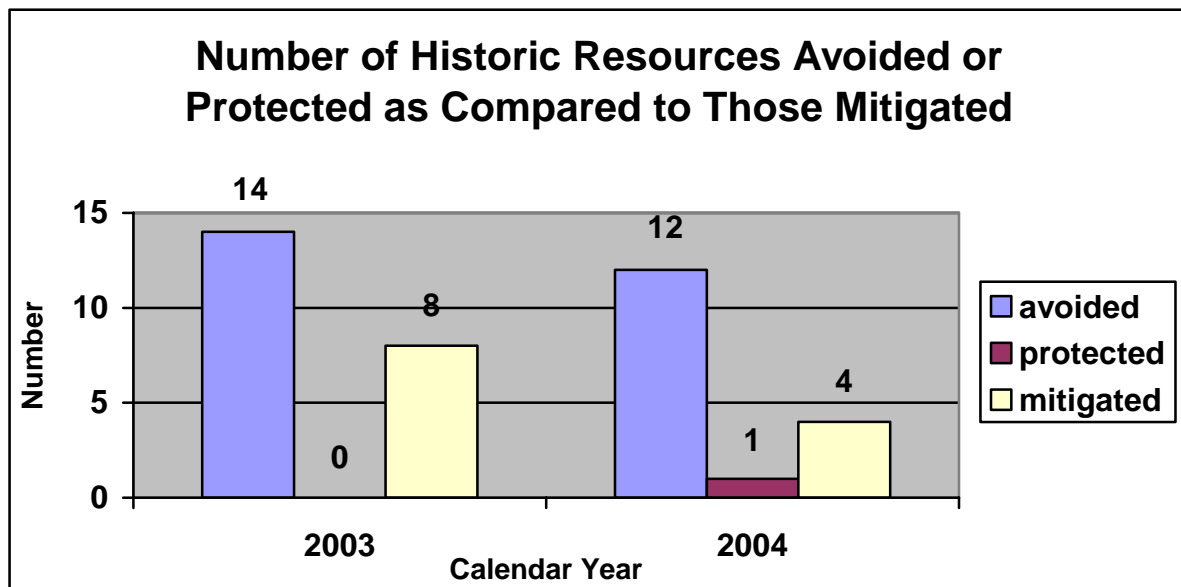
**Measurement Driver:** Bob Reeder, Historic Preservation Coordinator

#### **Purpose of the Measure:**

Federal historic preservation laws require federally-funded projects to avoid or mitigate project impacts to historic buildings and bridges whenever feasible. Establishing and maintaining local and public support for our projects also requires MoDOT to avoid or save historic resources, or mitigate project impacts to these resources since the resources often are highly visible, well known, and may be important sources of pride and historical identity for local communities and groups. Historic resources may be listed on state and national registers and their status tracked by state and national historic preservation advocacy groups; project impacts to these resources can bring adverse local, state and national attention to the project and the agency overall.

#### **Measurement and Data Collection:**

Data collection begins at approved Conceptual Plans stage. As preliminary plans, right of way plans and final plans are prepared by the district, the department staff tracks the number of historic resources in the project footprint and the number of times we successfully consult with the district to make changes to the plans to avoid or protect these resources versus the number of resources for which MoDOT has to mitigate. The data will only reflect historic resources that are considered by projects after the conceptual plan stage. Historic resources identified in project scoping but avoided through redesign at stage of project development will not be included in the count. Avoidance of historic resources through redesign or shifting of alignments during the National Environmental Policy Act planning process is not reflected.



**Desired Trend:**

N/A

## Environmentally Responsible

### *Ratio of acres of wetlands created compared to the number of acres of wetlands impacted*

**Results Driver:** Dave Nichols, Director of Project Development

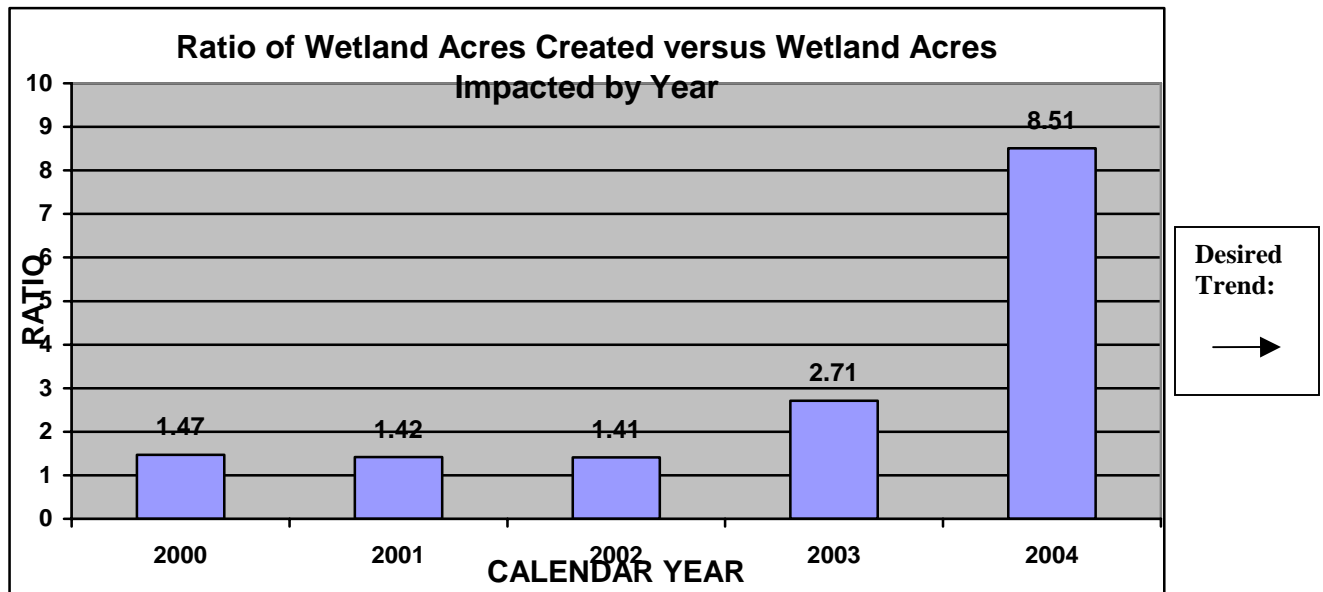
**Measurement Driver:** Gayle Unruh, Wetland Coordinator

#### **Purpose of the Measure:**

Wetlands are a valuable resource in Missouri, having beneficial functions such as wildlife habitat, flood storage and water quality improvement. In addition to these benefits, it is required in the Clean Water Act that impacts to wetlands be avoided or minimized or that wetlands be recreated when a wetland is destroyed during a transportation project. MoDOT has unavoidable impacts on wetlands and thus recreates wetlands. The national goal, set by the FHWA, for recreating wetland is to construct 1.5 acres of wetland for every 1.0 acre of wetland impacted. Recreating wetlands at this ratio helps to offset the lost beneficial functions during the time it takes for a wetland to develop, which in the case of forested wetlands can be a considerable time period. This measure helps ensure that MoDOT is doing its part to maintain wetlands in Missouri.

#### **Measurement and Data Collection:**

Acres of impact will be taken from Clean Water Act permits and will be listed by project. Acres of wetland construction will be taken from roadway design plans or mapped wetland areas recreated by MoDOT, again listed by project. Impacts may occur in a different year from the mitigation, so for the purposes of this measure, the timeframe for the reporting is when the mitigation construction is complete based on a calendar year.



## Environmentally Responsible

### *Number of trees planted compared to number of acres cleared*

**Results Driver:** Dave Nichols, Director of Project Development

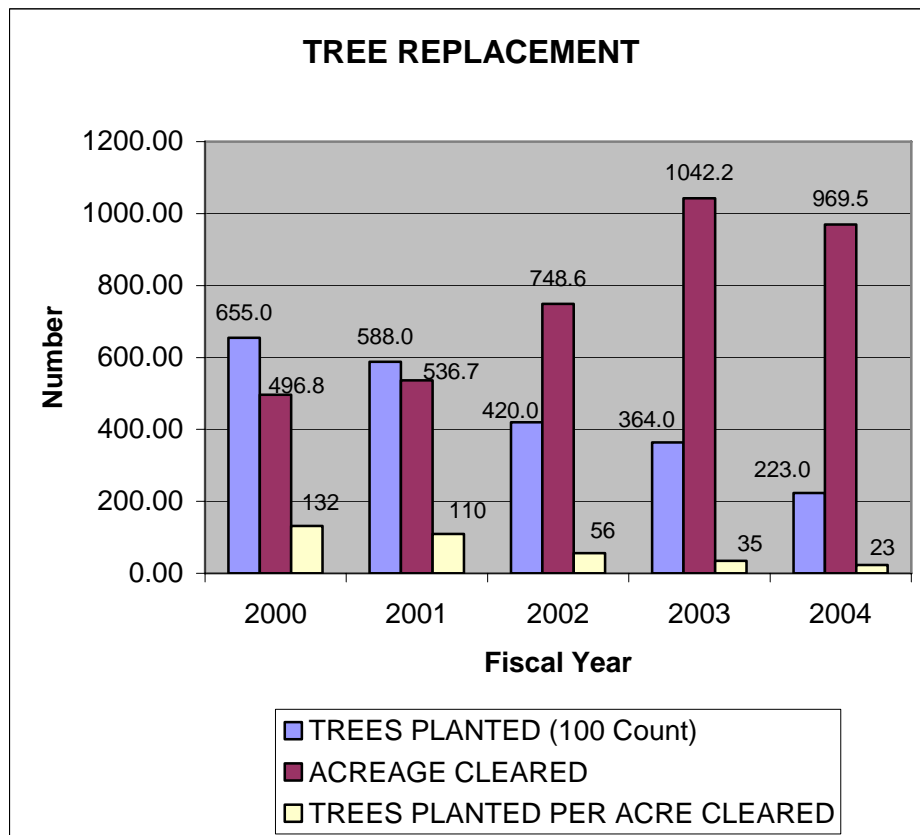
**Measurement Driver:** Jerry Hirtz, Technical Support Engineer, Construction & Materials

**Purpose of the Measure:**

This measure tracks MoDOT's effort to replace trees removed as a result of clearing operations on its construction projects.

**Measurement and Data Collection:**

MoDOT is committed to plant trees to replace those removed by construction operations. MoDOT documents acreage cleared through its contract administration processes and a record is maintained of trees ordered each year for spring planting. In the future, this measure can be amended to compare trees planted to trees removed as counting procedures are refined and improved.



**Desired  
Trend:**

N/A

## Environmentally Responsible

*Number of tons of recycled/waste materials used in construction projects*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Mark Shelton, Assistant State Construction and Materials Engineer

**Purpose of the Measure:**

This measure will track MoDOT's efforts to be environmentally responsible while being fiscally responsible.

**Measurement and Data Collection:**

SiteManager, MoDOT's construction management data base, which tracks material incorporated into construction projects, will be used to collect the data on an annual basis. Data collection began January 1, 2005 with an expected report in the January 2006 edition of the Tracker.

**Measure is Under  
Development**





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# Efficient Movement of Goods

*Tangible Result Driver – Dave DeWitt,  
Director of Administrative Services*

Missouri's location in the nation's center makes it a major cross-roads in the movement of goods. Transportation infrastructure must be up to the task so that as the flow of freight becomes more efficient, businesses and communities share the economic benefits.



## Efficient Movement of Goods

### *Freight tonnage by mode*

**Results Driver:** Dave DeWitt, Director of Administrative Services

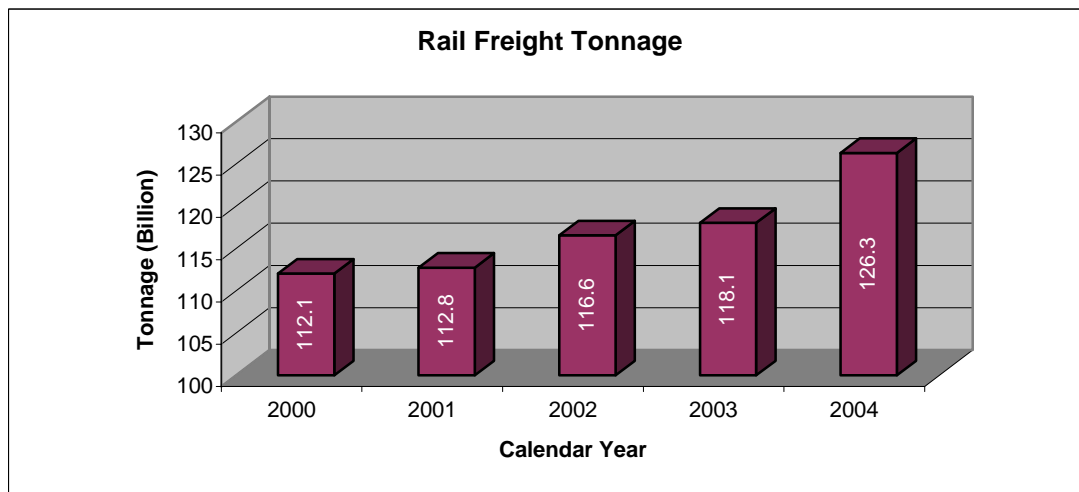
**Measurement Driver:** Kyle Kittrell, Transportation Planning Director

**Purpose of the Measure:**

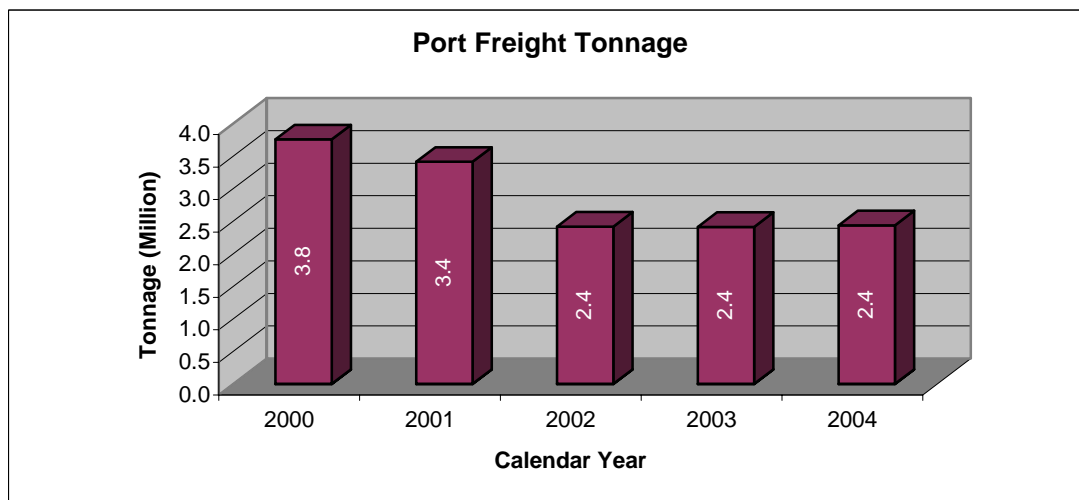
Data will track trends and indicate diversification of freight movement on Missouri transportation system.

**Measurement and Data Collection:**

Freight volume is reported to MoDOT by railroads and ports. Air cargo data is collected via mail survey to commercial airports with known cargo activity. Freight movement by motor carrier is not currently available at a reasonable cost.

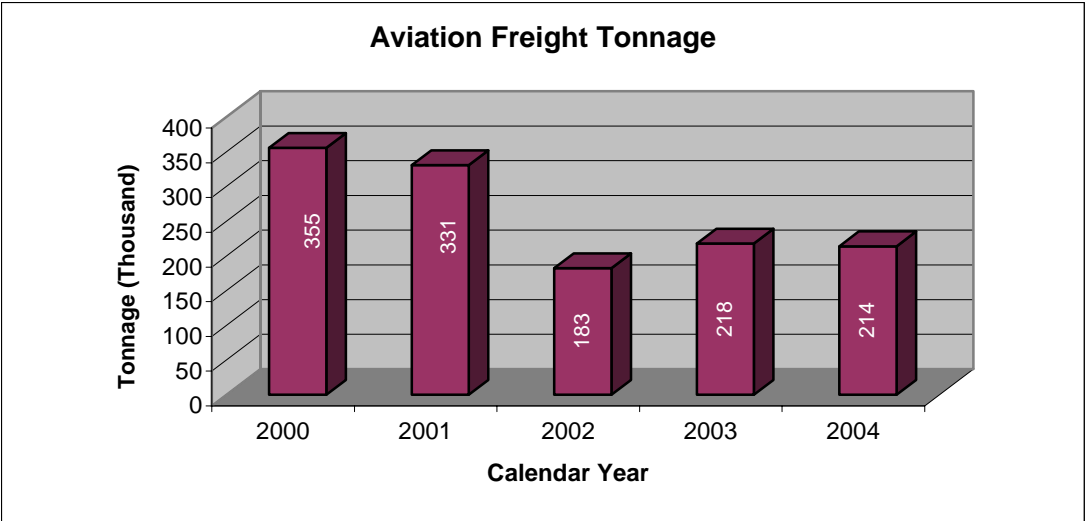


**Desired  
Trend:**

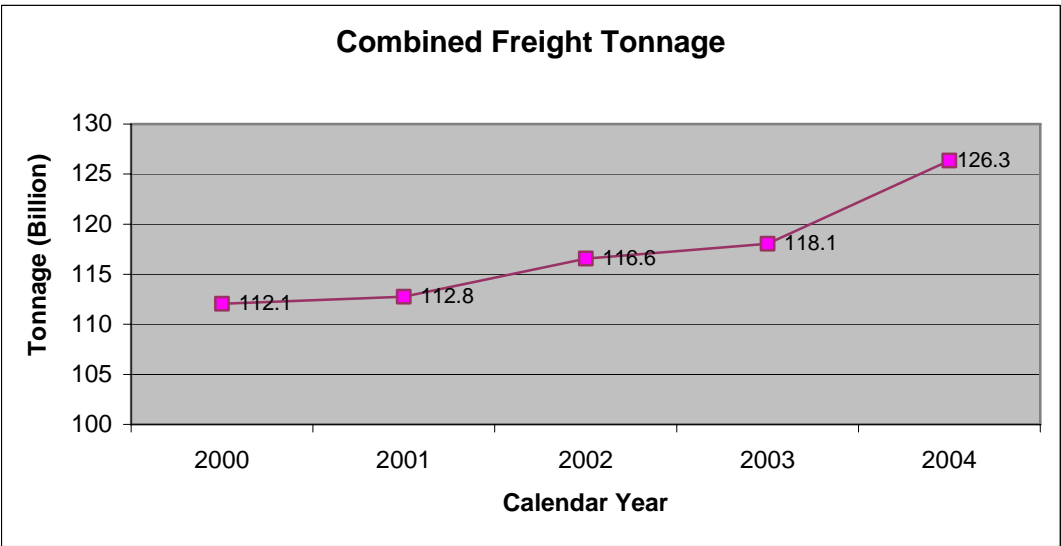


**Desired  
Trend:**





**Desired  
Trend:**



**Desired  
Trend:**

## Efficient Movement of Goods

### *Percent of trucks using advanced technology at Missouri weigh stations*

**Results Driver:** Dave Dewitt, Director of Administrative Services

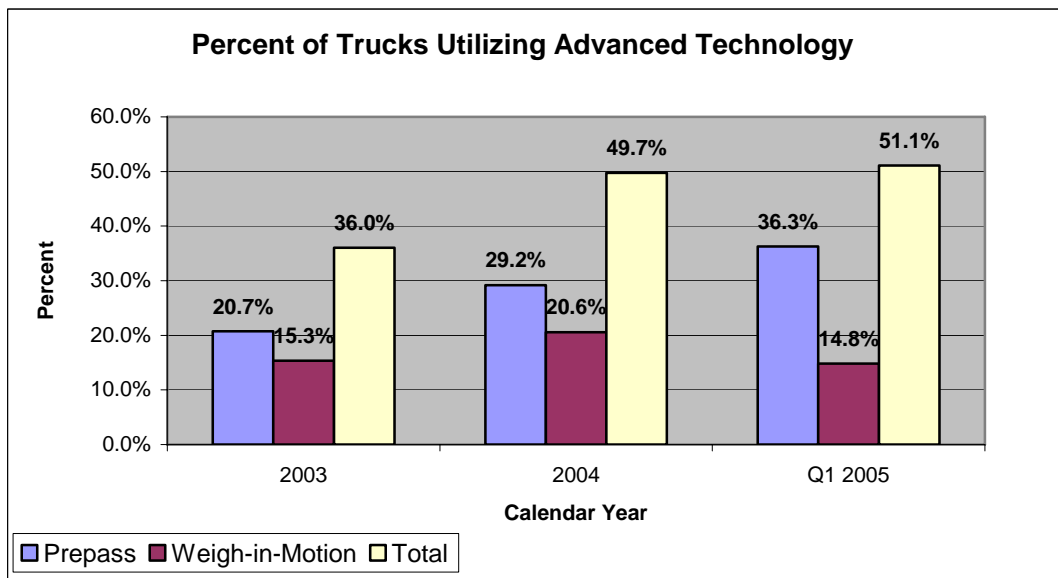
**Measurement Driver:** Jan Skouby, Motor Carrier Services Director

#### **Purpose of the Measure:**

This measure indicates motor carriers' acceptance of tools designed to improve the flow of freight traffic on Missouri highways.

#### **Measurement and Data Collection:**

Data is collected by the PrePass system computers and by the Missouri State Highway Patrol. Trucks that use PrePass are scanned as they approach 19 Missouri weigh stations. Sensors check the vehicle's weight as computers scan MoDOT's records to determine the carrier's compliance with safety, insurance and state and federal regulations. Drivers are notified to stop or are allowed to continue without delay. Carriers that comply with state and federal regulations save time and money. The Missouri State Highway Patrol provides an annual measure of the number of trucks that use Missouri's weigh-in-motion scales located at Mayview and Foristell. These scales measure weight as trucks pass over them at 40 m.p.h. Using them rather than scales that require a full stop saves both time and money.



**Desired  
Trend:**



## Efficient Movement of Goods

### *Percent of satisfied motor carriers*

**Results Driver:** Dave DeWitt, Director of Administrative Services

**Measurement Driver:** Jan Skouby, Motor Carrier Services Director

**Purpose of the Measure:**

This measure will track MoDOT's progress toward the goal of expeditiously meeting the needs of the motor carrier industry and facilitating freight movement.

**Measurement and Data Collection:**

Motor Carrier personnel, in collaboration with Missouri Transportation Institute, are currently developing a customer survey and methodology to collect information on customer satisfaction with Motor Carrier operations. It is anticipated that the effort will begin by using a mailed survey. An additional web-based component will be added as the Motor Carrier system becomes fully automated. Data collection will begin June 2005.

**Measure is Under  
Development**

## Efficient Movement of Goods

*Average wait time spent by customers obtaining Over Dimension /Over Weight permits*

**Results Driver:** Dave DeWitt, Director of Administrative Services

**Measurement Driver:** Jan Skouby, Motor Carrier Services Director

**Purpose of the Measure:**

This measure will track MoDOT's success in minimizing the time it takes motor carriers to obtain permits that allow them to haul loads that are taller, wider or heavier than those regularly permissible on Missouri highways.

**Measurement and Data Collection:**

Data Collection will be gathered upon implementation of the web-based system in September 2005. Data to be reported in the January 2006 Tracker .

**Measure is Under  
Development**

## Efficient Movement of Goods

### *Average travel time for trucks on selected sections of roadways*

**Results Driver:** Dave DeWitt, Director of Administrative Services

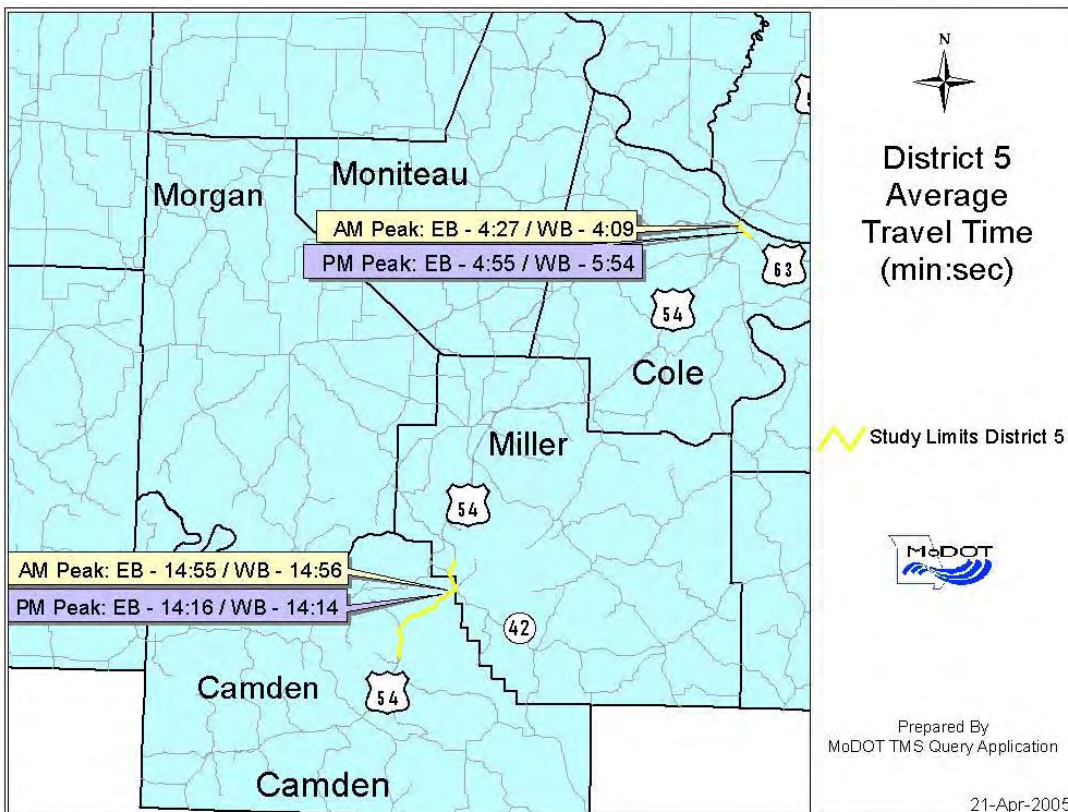
**Measurement Driver:** Eileen Rackers, State Traffic Engineer

#### **Purpose of the Measure:**

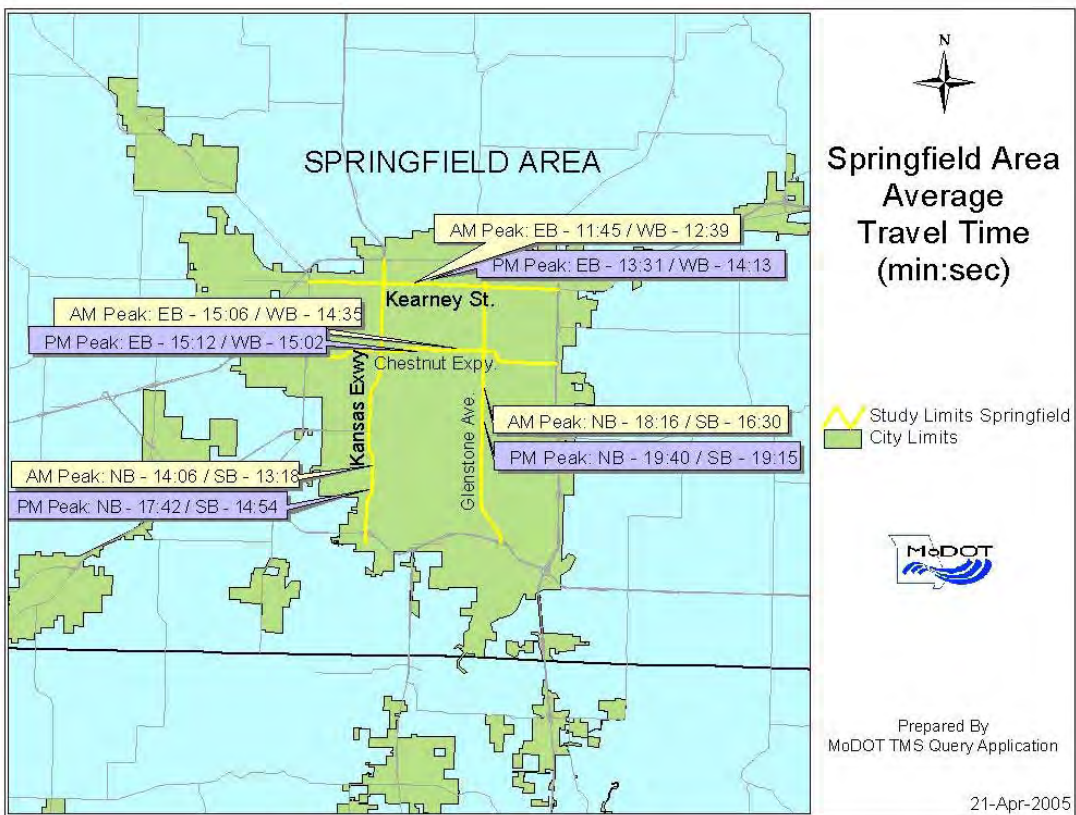
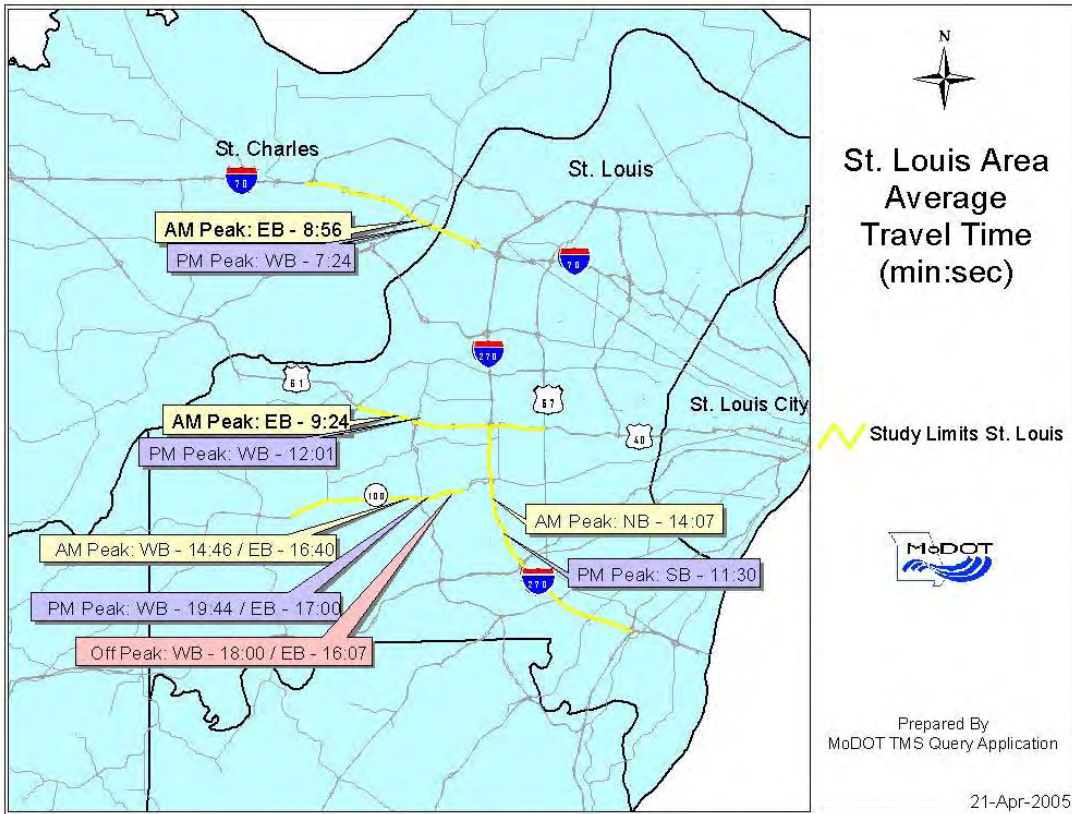
This measure helps determine whether travel times are increasing or decreasing on selected sections of roadways. Increasing travel times are an indication of congestion and poor performance of the system.

#### **Measurement and Data Collection:**

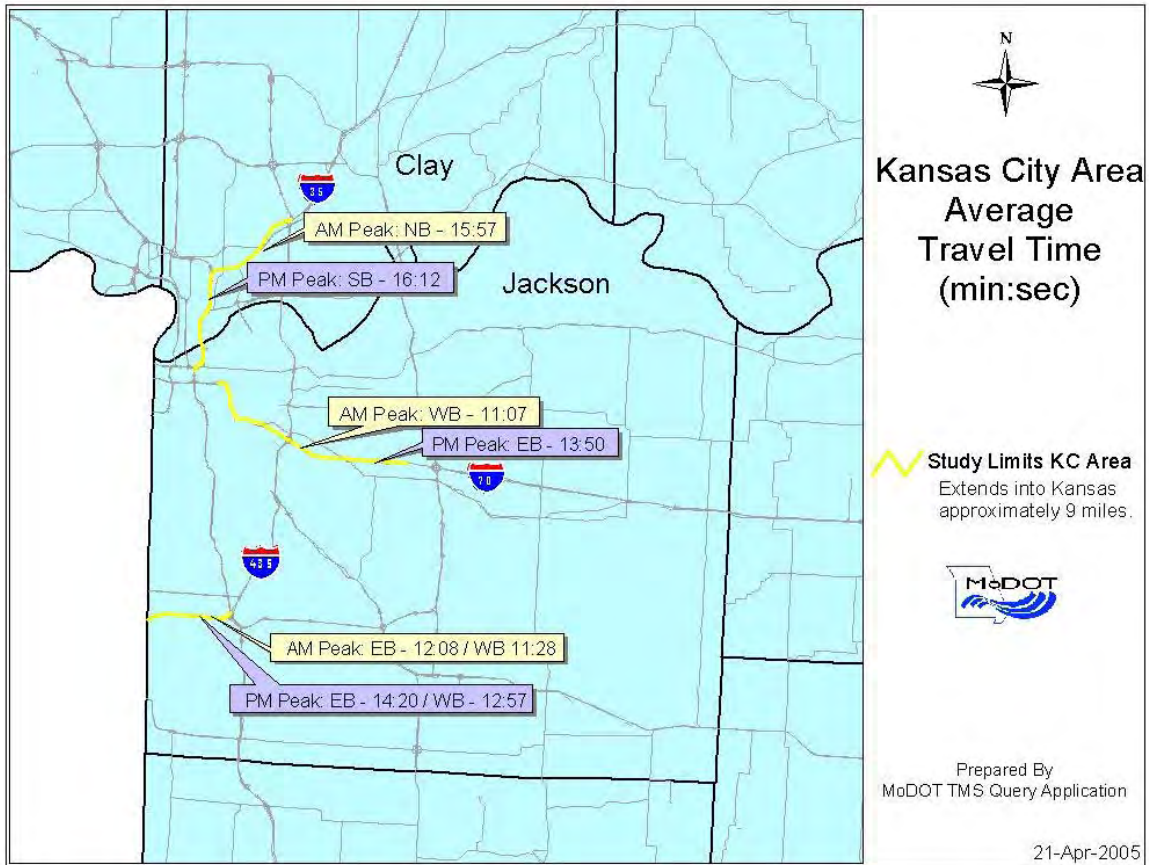
Various methods of data collection are currently used, including vehicular installed travel time software, calculation based on average speed data provided at continuous Automatic Traffic Recorder sites, and a Statewide Evaluation of Intelligent Transportation Systems report by the University of Missouri-Columbia. Additional partnerships and technologies are also being investigated, such as collecting this data through our partnership with Mobility Technologies, Inc. in District 6, using cellular phones as anonymous traffic data probes, and collecting this data through our Advanced Traffic Management System software at the Traffic Management Centers in Districts 4, 6 and 8. Existing baseline travel times are provided on the limited number of segments with available data.











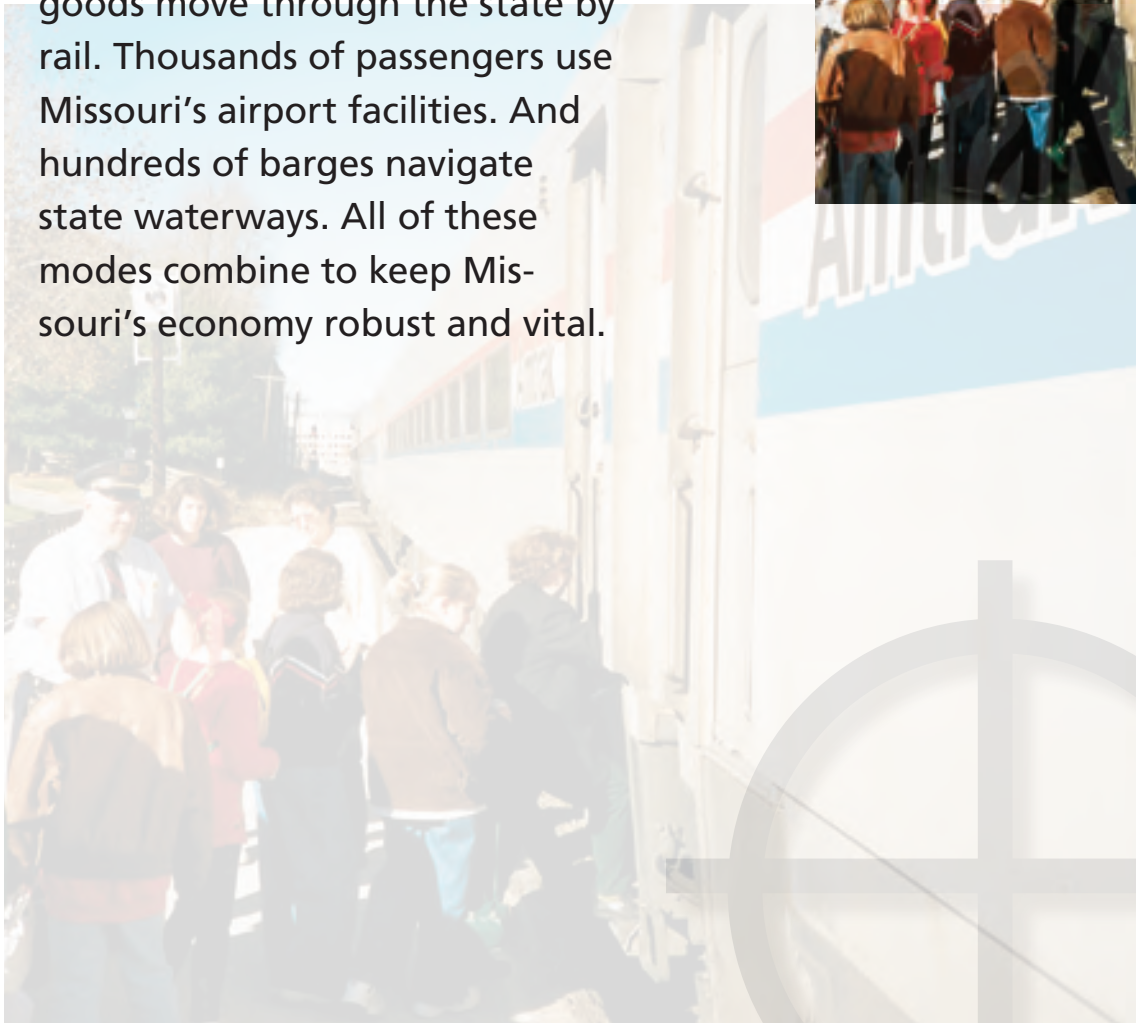


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# Easily Accessible Modal Choices

*Tangible Result Driver – Brian Weiler,  
Multimodal Operations Director*

MoDOT has an active role in all modes of transportation, including rail, air, water, and transit. Transportation is more than highways and bridges. Every day millions of tons of goods move through the state by rail. Thousands of passengers use Missouri's airport facilities. And hundreds of barges navigate state waterways. All of these modes combine to keep Missouri's economy robust and vital.



## Easily Accessible Modal Choices

### *Number of airline passengers*

**Results Driver:** Brian Weiler, Multimodal Operations Director

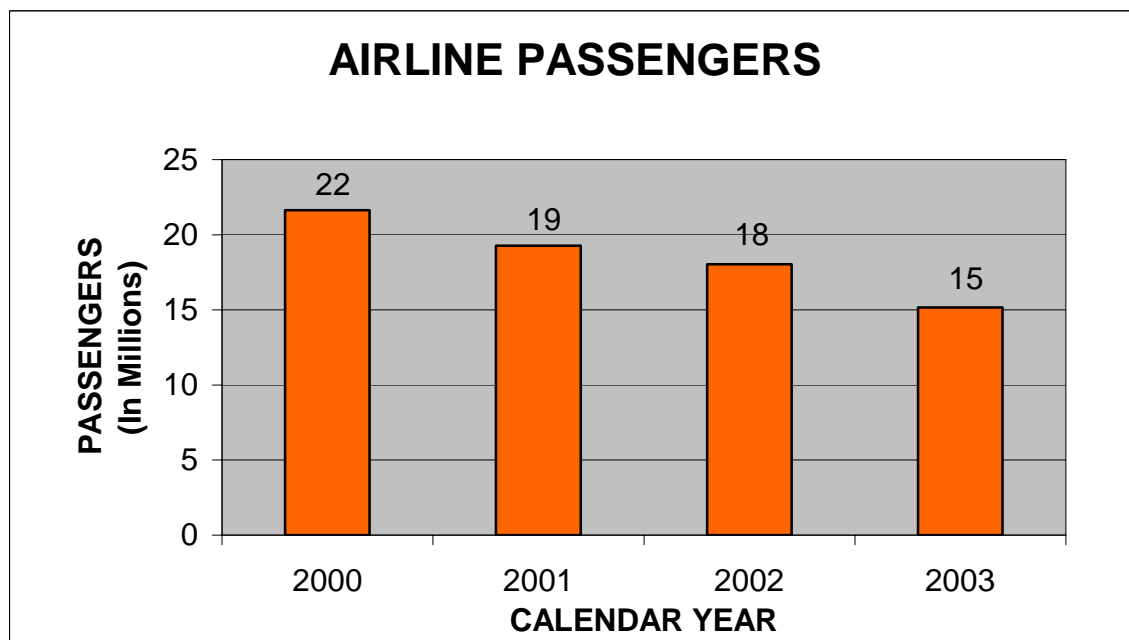
**Measurement Driver:** Joe Pestka, Administrator of Aviation

#### **Purpose of the Measure:**

This measure tracks the number of passengers boarding airplanes. It helps the department determine the viability of Missouri's commercial airline industry. This number is also used by the Federal Aviation Administration to help determine airports' capital improvement funding levels.

#### **Measurement and Data Collection:**

The data is collected annually from the Federal Aviation Administration (FAA). The annual data provided by the FAA is normally published in October for the preceding year. Airline passengers are considered passengers boarding airplanes.



**Desired  
Trend:**



## Easily Accessible Modal Choices

### *Number of rail passengers*

**Results Driver:** Brian Weiler, Multimodal Operations Director

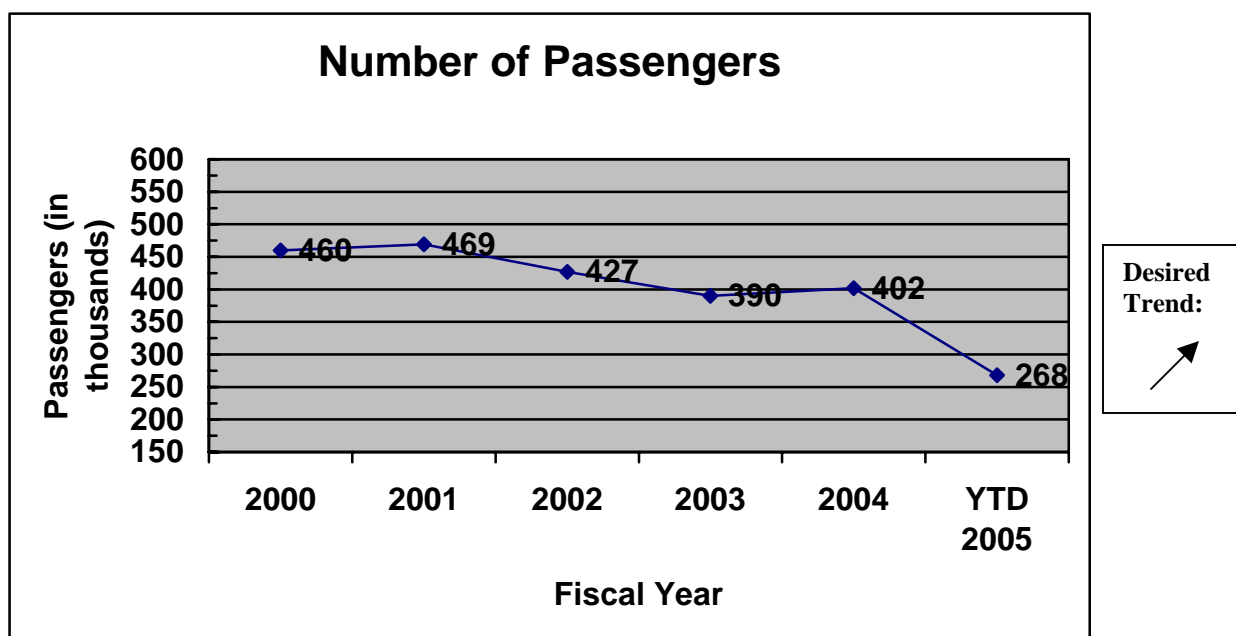
**Measurement Driver:** Rod Massman, Administrator of Railroads

**Purpose of the Measure:**

This measure tracks the number of people using the Amtrak train service in Missouri. This includes all those getting on or off a train in Missouri at any point within the state. This includes the state supported passenger rail trains between Kansas City and St. Louis and the national trains that run through Kansas City and St. Louis, which are supported by the national Amtrak system, and the St. Louis to Chicago trains, which are supported by the state of Illinois.

**Measurement and Data Collection:**

Amtrak provides the number of passengers per train in Missouri and an on/off list for comparison purposes on a monthly basis. These numbers are then tabulated by the Multimodal Operations Division, Railroad Section.



## Easily Accessible Modal Choices

### *Number of transit passengers*

**Results Driver:** Brian Weiler, Multimodal Operations Director

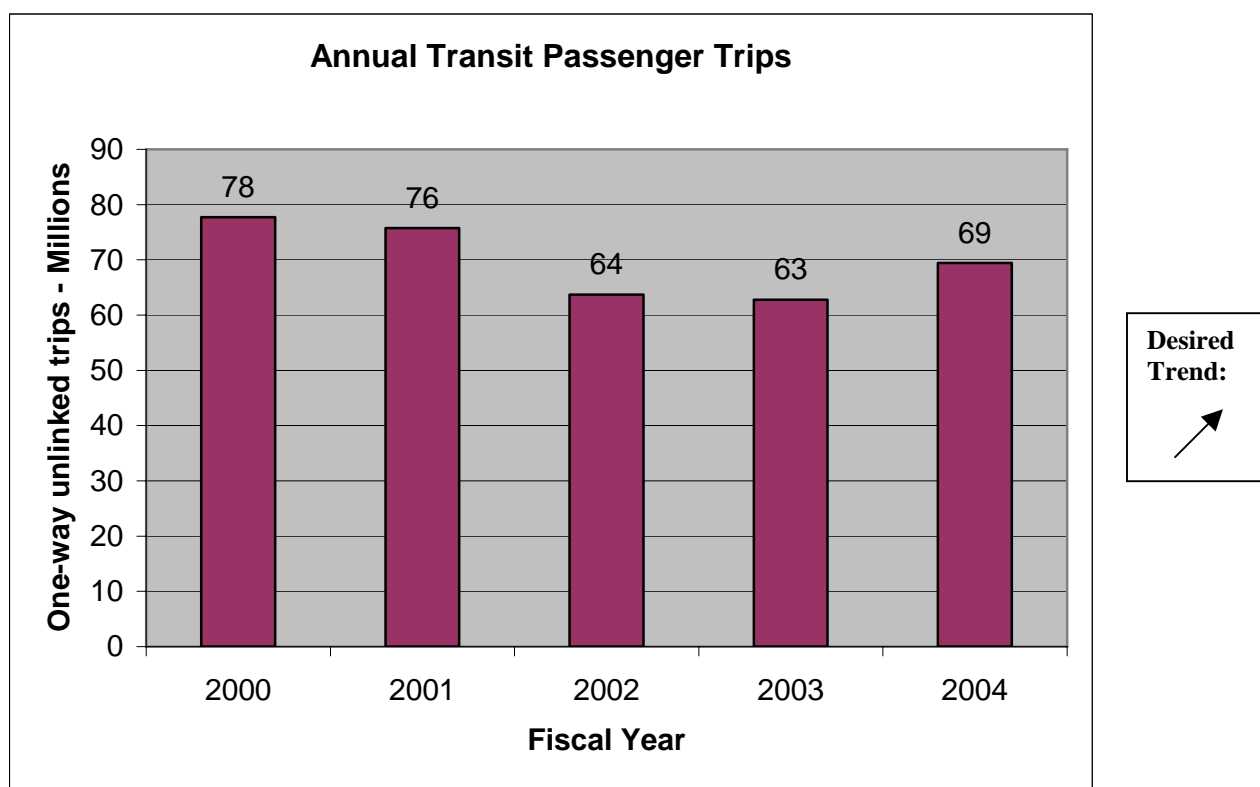
**Measurement Driver:** Steve Billings, Administrator of Transit

#### **Purpose of the Measure:**

This measure gauges the use of public transit mobility services in Missouri. It also provides a historical perspective and trend of public transit service use in Missouri.

#### **Measurement and Data Collection:**

The total number of transit passengers is measured by the annual total of one-way unlinked transit trips taken by passengers on public transit vehicles. Data is obtained from urban and rural providers of general public transit services.



## Easily Accessible Modal Choices

### *Number of passengers and vehicles transported by ferryboat*

**Results Driver:** Brian Weiler, Multimodal Operations Director

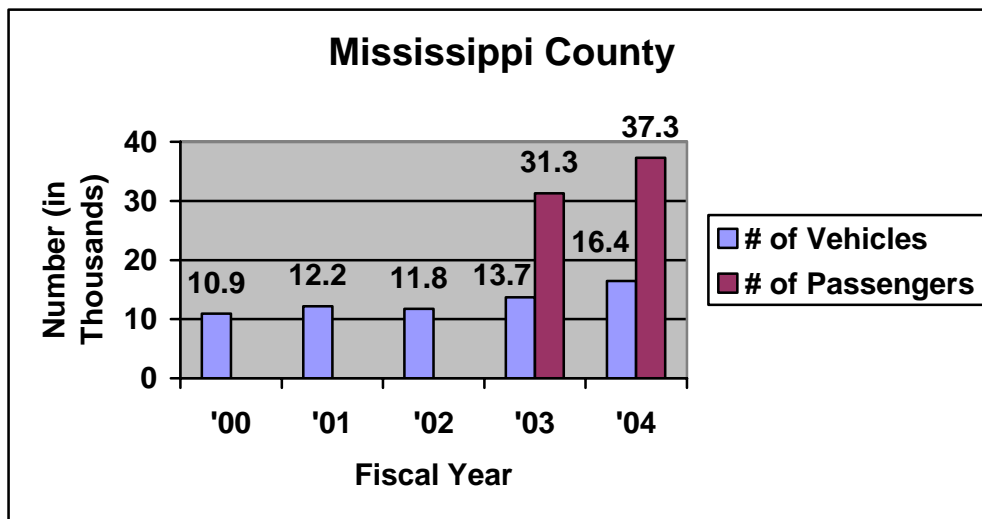
**Measurement Driver:** Sherrie Martin, Waterways Program Manager

**Purpose of the Measure:**

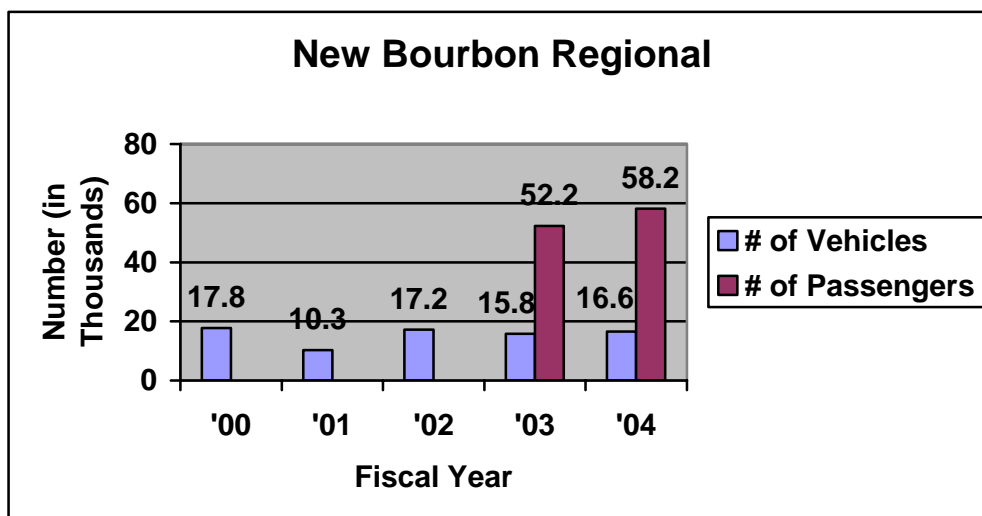
This measure tracks the statistics regarding use of ferryboat services.

**Measurement and Data Collection:**

Missouri's two ferry services submit a monthly report that includes this information and the cost for providing the service and for any service disruption.



Desired  
Trend:



Desired  
Trend:



## Easily Accessible Modal Choices

### *Number of days the river is navigable*

**Results Driver:** Brian Weiler, Multimodal Operations Director

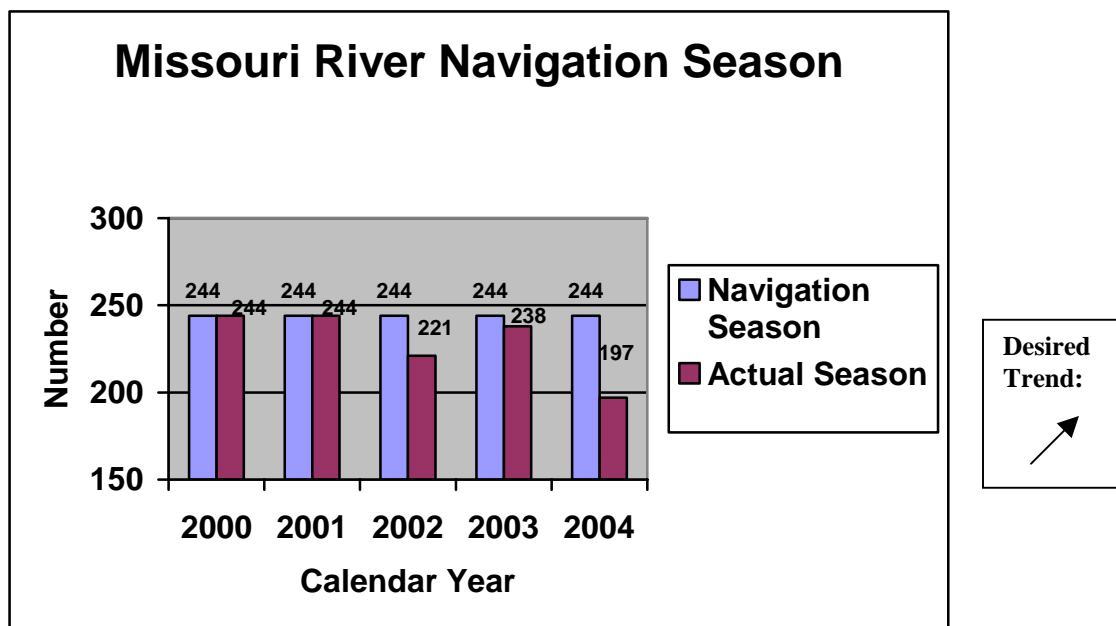
**Measurement Driver:** Sherrie Martin, Waterways Program Manager

#### **Purpose of the Measure:**

This measure provides historical data regarding the use of the inland waterways navigation system.

#### **Measurement and Data Collection:**

The U.S. Army Corps of Engineers publishes an Annual Operating Plan for the Missouri River and bases the end of navigation season on pool storage levels as of July 1 each year.





## Easily Accessible Modal Choices

### *Number of business capable airports*

**Results Driver:** Brian Weiler, Multimodal Operations Director

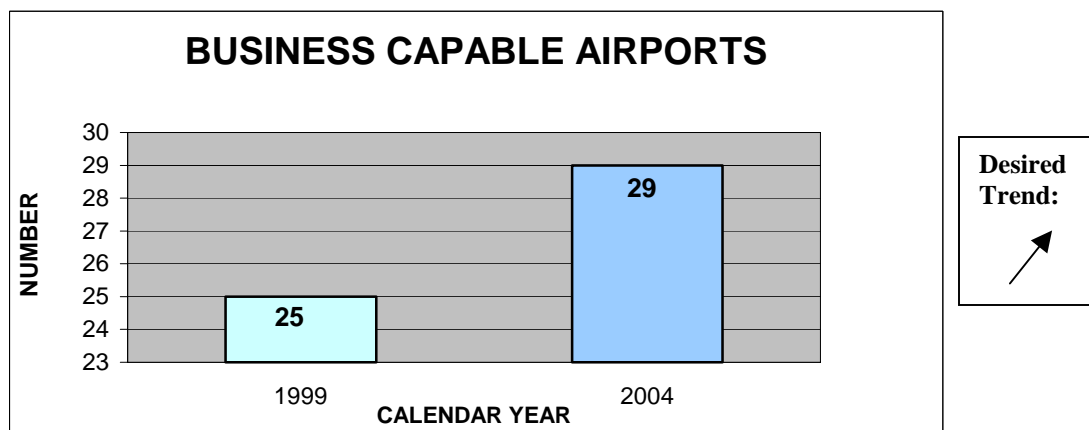
**Measurement Driver:** Joe Pestka, Administrator of Aviation

**Purpose of the Measure:**

This measure tracks the number of airports that are capable of handling business aircraft. Local communities and economic development agencies can use airports to assist in increasing a community's economic viability for business retention and development.

**Measurement and Data Collection:**

Data is collected by monitoring airports' development and is collected annually but shown in five-year increments.



## Easily Accessible Modal Choices

### *Number of daily scheduled airline flights*

**Results Driver:** Brian Weiler, Multimodal Operations Director

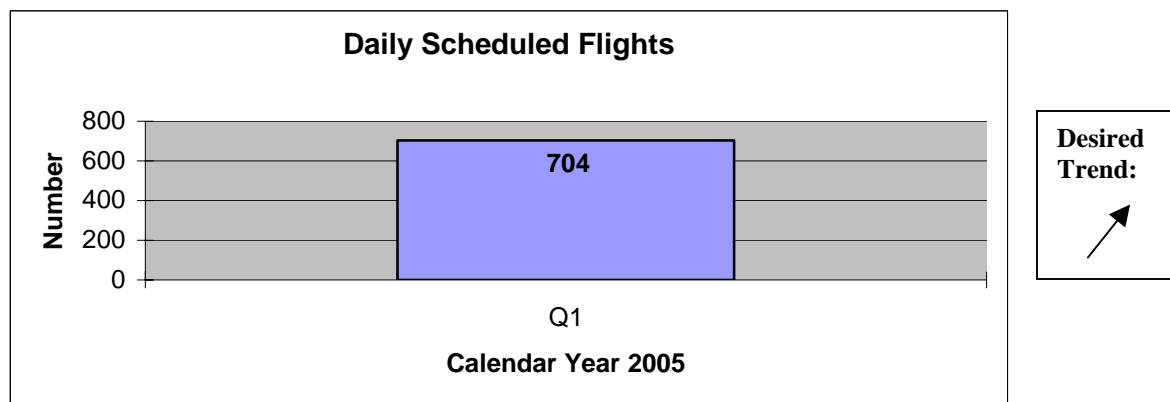
**Measurement Driver:** Joe Pestka, Administrator of Aviation

#### **Purpose of the Measure:**

This measure tracks the number of airline flights. This data will assist in determining options available to the traveling public. It will provide an indication of the airlines industry's economic stability in Missouri.

#### **Measurement and Data Collection:**

A scheduled airline flight is a takeoff or landing by a scheduled commercial air carrier. Data is being collected from seven (7) airports within the state that presently accommodate scheduled airline flights. These airports are: St. Louis Lambert International, Kansas City International, Springfield-Branson, Joplin, Columbia, Waynesville and Cape Girardeau.



## Easily Accessible Modal Choices

*Average days per week rural transit service is available*

**Results Driver:** Brian Weiler, Multimodal Operations Director

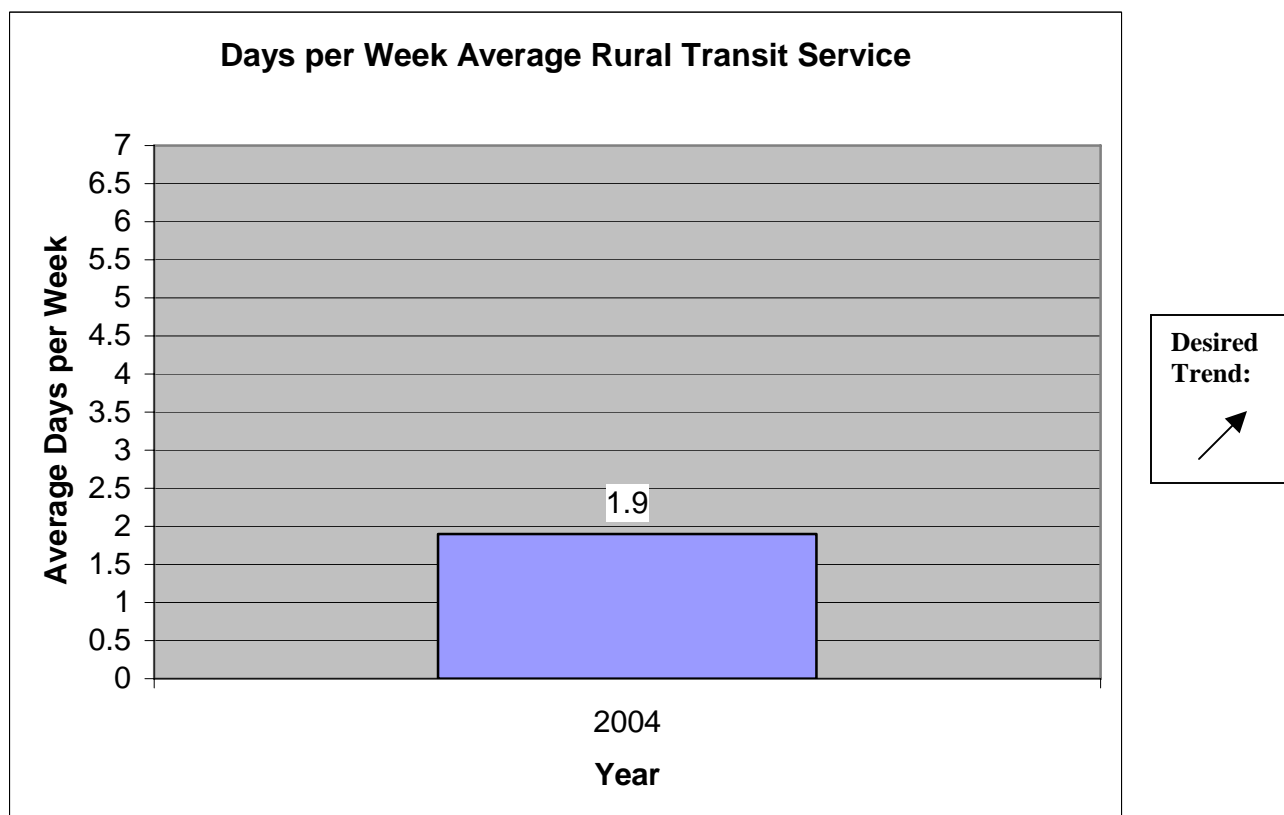
**Measurement Driver:** Steve Billings, Administrator of Transit

**Purpose of the Measure:**

This measure identifies the average existing public transit service in rural Missouri by indicating the availability of rural mobility services for employment, medical appointments and necessary shopping.

**Measurement and Data Collection:**

Reviewing published transit service schedules in each rural Missouri county and averaging those daily frequencies within a week's schedule for available countywide transit service calculates the average days per week that rural transit service is available. Rural transit agencies operate on an annual budget and customarily make transit service changes with the start of a new budget. This measure will be updated annually with the next report available in the January 2006 Tracker.



## Easily Accessible Modal Choices

### *Number of active transit vehicles*

**Results Driver:** Brian Weiler, Multimodal Operations Director

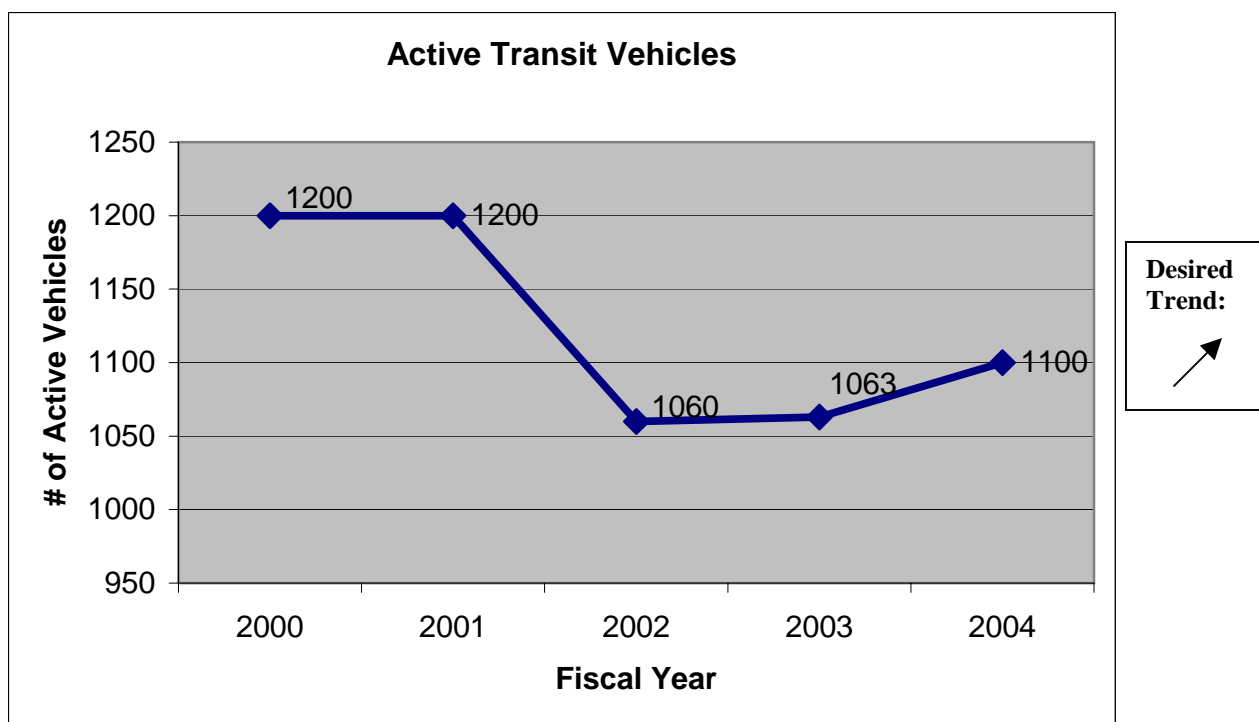
**Measurement Driver:** Steve Billings, Administrator of Transit

**Purpose of the Measure:**

This measure tracks the number of active transit vehicles in passenger service. This data indicates the collective potential capacity for Missouri's transit agencies to deliver mobility services.

**Measurement and Data Collection:**

The data represents the number of transit vehicles dedicated to urban and rural public transit services and those federally funded vehicles used by specialized transit services.



## Easily Accessible Modal Choices

### *Number of inter-city bus stops*

**Results Driver:** Brian Weiler, Multimodal Operations Director

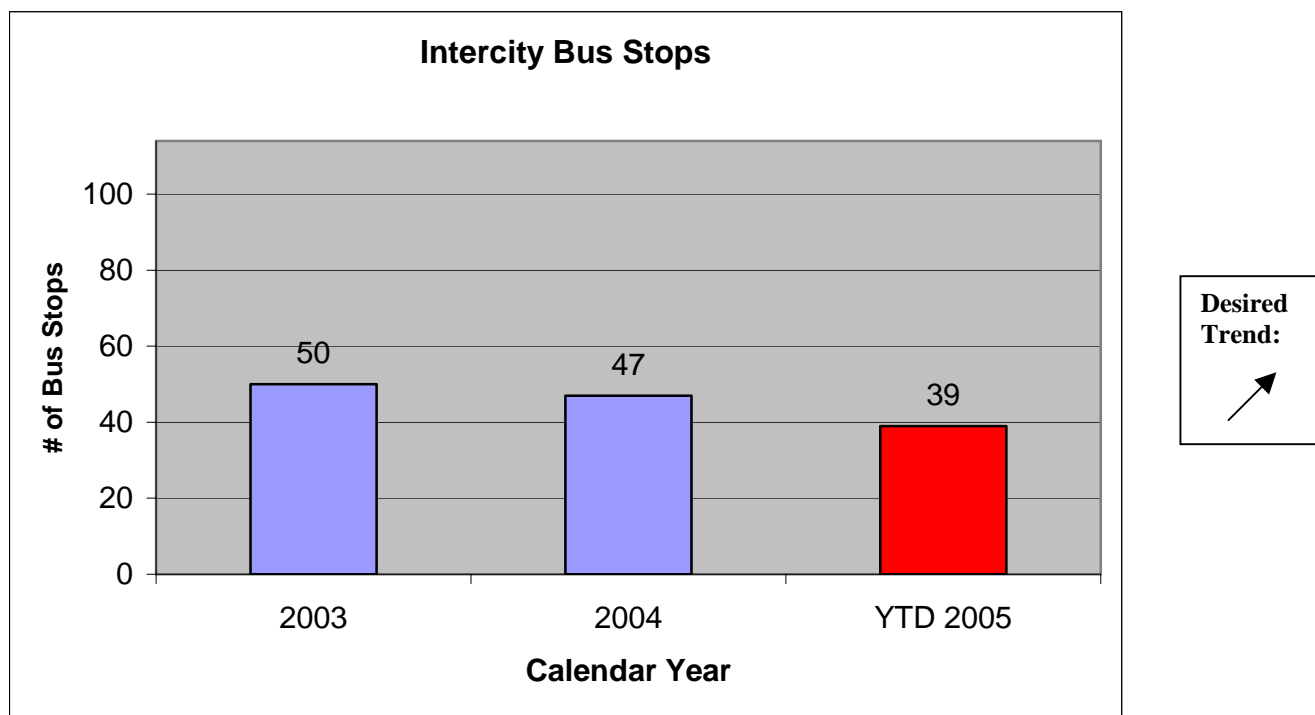
**Measurement Driver:** Steve Billings, Administrator of Transit

#### **Purpose of the Measure:**

This measure tracks the number of inter-city bus stops. Inter-city bus stops represent access points to inter-city bus services provided by Greyhound, Jefferson Lines and Trailways. More stops among Missouri's 114 counties means greater access. Fewer stops create a barrier by necessitating greater traveling distances in order to board an inter-city bus.

#### **Measurement and Data Collection:**

Data on the number and location of inter-city bus stops is obtained annually from the national and regional inter-city bus carriers.



\*Note full calendar years are displayed in blue and YTD is displayed in red.

## **Easily Accessible Modal Choices**

*Percent of customers satisfied with transportation options*

**Results Driver:** Brian Weiler, Multimodal Operations Director

**Measurement Driver:** Mike Shea, Assistant State RDT Engineer

**Purpose of the Measure:**

This measure will provide information on how the public perceives MoDOT's performance in providing transportation options.

**Measurement and Data Collection:**

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin by June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

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# Customer Involvement in Transportation Decision-Making

*Tangible Result Driver – Dave Nichols,  
Director of Project Development*

MoDOT seeks out and welcomes any idea that increases its options, because the department doesn't have all the answers. The department creates and preserves a transportation decision-making process that is collaborative and transparent, involving its customers in the determination of needs right through to the development, design and delivery of projects.



## Customer Involvement in Transportation Decision-Making

### *Number of customers who attend transportation-related meetings*

**Results Driver:** Dave Nichols, Director of Project Development

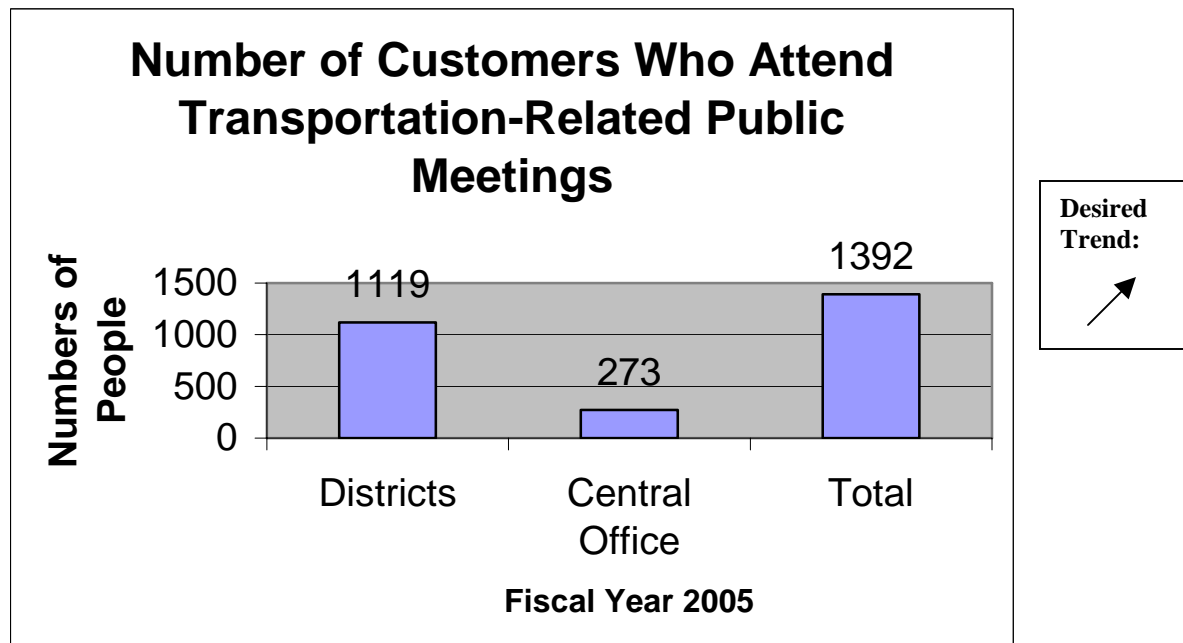
**Measurement Driver:** Bob Brendel, Outreach Coordinator

**Purpose of the Measure:**

This measure gauges MoDOT's public involvement success. MoDOT does not make decisions regarding transportation improvement projects in a vacuum – they are made in collaboration with the general public, communities, elected officials, stakeholders, etc. As a part of the regular updates of Missouri Advance Planning initiative, and during the planning and design phase of projects, MoDOT conducts public meetings and hearings to involve the public in the decision-making process.

**Measurement and Data Collection:**

Attendance is determined by analyzing sign-in sheets utilized at public meetings.





## Customer Involvement in Transportation Decision-Making

*Percent of customers who receive feedback from MoDOT after offering comments*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Bob Brendel, Outreach Coordinator

**Purpose of the Measure:**

This measure will track responses made by MoDOT to its customers. MoDOT routinely asks people who attend public meetings/hearings to submit a written comment that will be examined by the project team and that will become part of the project's official record. It is important that people who avail themselves of this opportunity know that their comments are taken seriously.

**Measurement and Data Collection:**

MoDOT Design has worked with Missouri Transportation Institute to develop a survey instrument for attendees at District and Central Office project-specific meetings and hearings. The meeting attendees with email addresses will be sent an electronic survey. Those attendees that did not provide email addresses will be included in a mailed, statewide, survey. Both the electronic and mailed surveys will include attendees at meetings in all 10 districts. MTI will coordinate the data collection and analysis, and report findings back to MoDOT by Summer 2005.

**Measure is Under  
Development**

## Customer Involvement in Transportation Decision-Making

*Percent of customers who feel MoDOT includes them in transportation decision-making*

**Results Driver:** Dave Nichols, Director of Project Development

**Measurement Driver:** Kyle Kittrell, Transportation Planning Director

**Purpose of the Measure:**

This data will assist in identifying the effectiveness of MoDOT's project planning outreach efforts.

**Measurement and Data Collection:**

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin by June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

## Customer Involvement In Transportation Decision-Making

*Percent of positive feedback responses received from planning partners regarding involvement in transportation decision-making*

**Results Driver:** Kevin Keith, Chief Engineer

**Measurement Driver:** Bill Stone, Technical Support Engineer

**Purpose of the Measure:**

This measure will gauge MoDOT's efforts in including planning partners in transportation-related decision-making. MoDOT is committed to continuously improving outreach efforts with transportation planning partners. With the endorsement of the Planning Framework by the Missouri Highways and Transportation Commission, MoDOT is striving to increase the involvement of local officials and community leaders in making transportation-related decisions. The percent of positive feedback through the surveys will display planning partners' involvement.

**Measurement and Data Collection:**

Planning personnel have worked with MTI to develop a planning partner survey to determine participant's satisfaction with their involvement in the planning process. Based on list of planning partners attending meetings, an email survey will be administered by MTI at the conclusion of major project meetings and then returned to MoDOT. Additionally, a once a year survey of RPC and MPO partners will be administered to gauge satisfaction with their involvement. Data will be reported to MoDOT on a geographic basis and initial data collection will begin June, 2005.

**Measure is Under  
Development**



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# Convenient, Clean and Safe Roadside Accommodations

*Tangible Result Driver – Don Hillis,  
Director of Operations*

Many Missouri motorists depend on roadside parks and rest areas during their travels for the opportunity to rest and refresh themselves in a safe environment. Providing safe, clean and convenient accommodations allows motorists to travel more safely and comfortably.



## Convenient, Clean & Safe Roadside Accommodations

*Percent of rest areas that meet our customers' convenience, cleanliness and safety needs*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will help the department understand the expectations of MoDOT customers concerning the convenience, cleanliness and safety of its rest areas. Expectations will provide insight to location of rest areas, lighting and security at rest areas as well as the overall cleanliness at the rest areas.

**Measurement and Data Collection:**

Staff is in the process of determining the best data collection method. It is anticipated that data collection will begin Fall of 2005

**Measure is Under  
Development**

## Convenient, Clean & Safe Roadside Accommodations

*Percent of commuter lots that meet our customers' convenience, cleanliness and safety needs*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will help the department understand the expectations of MoDOT customers concerning the convenience, cleanliness and safety of its commuter lots. Expectations will provide insight to location of commuter lots, lighting and security at commuter lots as well as the overall cleanliness at the commuter lots.

**Measurement and Data Collection:**

Staff is in the process of determining the best data collection method. It is anticipated that data collection will begin Fall of 2005

**Measure is Under  
Development**

## Convenient, Clean & Safe Roadside Accommodations

### *Number of users of rest areas*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

**Purpose of the Measure:**

This measure will track the number of vehicles entering the rest areas. It will also help the department better understand peak days and times visitors use rest areas. This information will help on staffing of the rest areas, peak days and months and possibly the truck-to-car ratio.

**Measurement and Data Collection:** Mechanical traffic counters have been placed at four locations across the state (Dearborn I-29, Wright City I-70, Conway I-44, and Bloomsdale I-55)

- Dearborn – I-29
- Wright City – I-70
- Conway – I-44
- Bloomsdale – I-55

The counts are for seven consecutive days per quarter and include both sides of the rest area for a total of eight counts. These counts will be compared to the counts from nearby permanent counters to determine the percent of vehicles entering the rest area from the mainline. Data will be available for the July 2005 Tracker

**Measure is Under  
Development**



## Convenient, Clean & Safe Roadside Accommodations

### *Number of users of commuter parking lots*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Tim Jackson, Technical Support Engineer

**Purpose of the Measure:**

This measure will help the department determine whether the commuter parking lots provided by the department are adequate at their current locations and whether they are fulfilling the needs of the traveling public.

**Measurement and Data Collection:**

District Maintenance personnel will be counting the number of vehicles parked in each commuter lot on a quarterly basis. Central Office Maintenance will collect information from the districts to create a statewide report. Data collected will begin in May 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

## Convenient, Clean & Safe Roadside Accommodations

### *Number of truck customers that utilize rest areas*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Tim Jackson, Technical Support Engineer

**Purpose of the Measure:**

This measure will track whether the truck parking lots at rest areas provided by the department are adequate for truck drivers. This measure will also report the number of trucks parking on ramps within 15 miles of the rest areas.

**Measurement and Data Collection:**

District Maintenance personnel will be counting the number of trucks parked at rest areas on nearby ramps on a monthly basis. Central Office Maintenance will collect the information from the districts to create a statewide report on a quarterly basis. Data collection will begin in May 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

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# Best Value For Every Dollar Spent

*Tangible Result Driver – Pat Goff,  
Director of Finance*

Providing the best value for every dollar spent means MoDOT is running its business as efficiently and effectively as possible. A tightly managed budget means more roads and bridges can be fixed. That keeps Missouri moving. This is one of MoDOT's values because every employee is a taxpayer too!



## Best Value For Every Dollar Spent

*Average salary of outsourced contract design and bridge engineer vs. full-time employee*

**Results Driver:** Pat Goff, Director of Finance

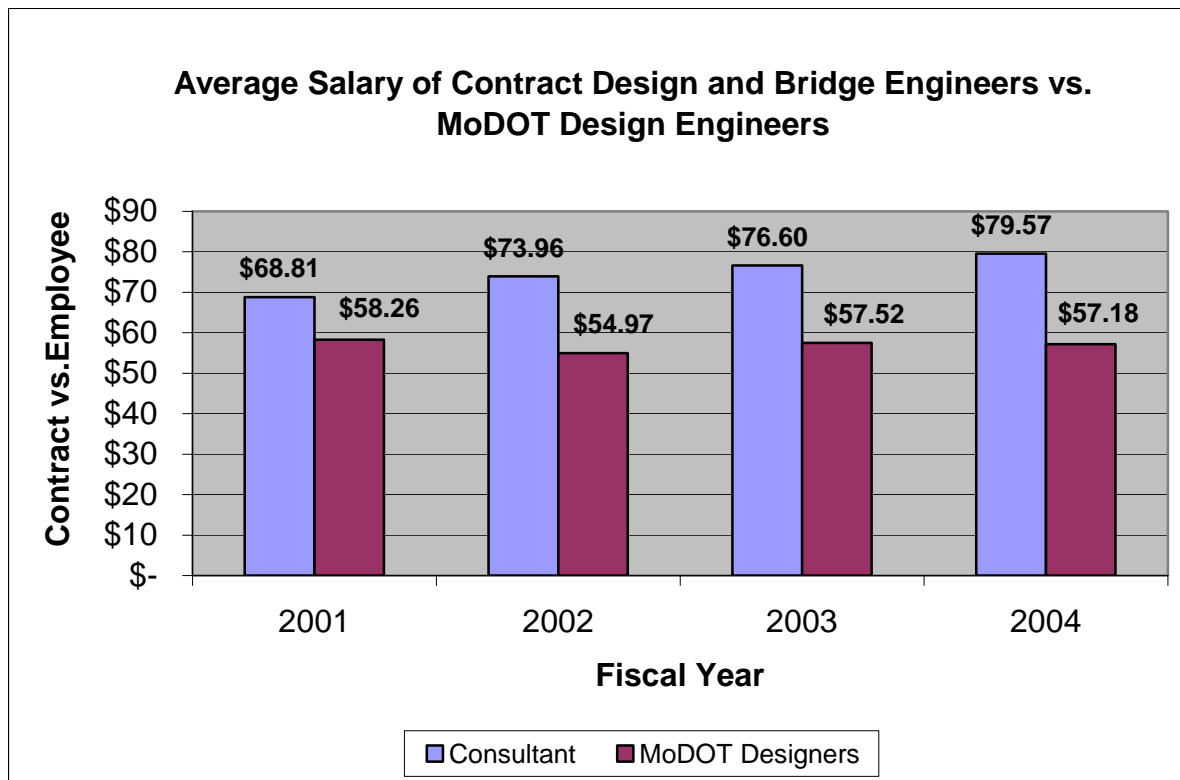
**Measurement Driver:** Jim Deresinski, Controller

**Purpose of the Measure:**

The purpose of the measure is to demonstrate a responsible use of taxpayers' money, with the emphasis of spending for design and bridge engineering efforts.

**Measurement and Data Collection:**

The data collection is based on outsourced contracts and employee expenditures.



Desired Trend:



## Best Value For Every Dollar Spent

*Percent of construction and maintenance expenditures to all other costs*

**Results Driver:** Pat Goff, Director of Finance

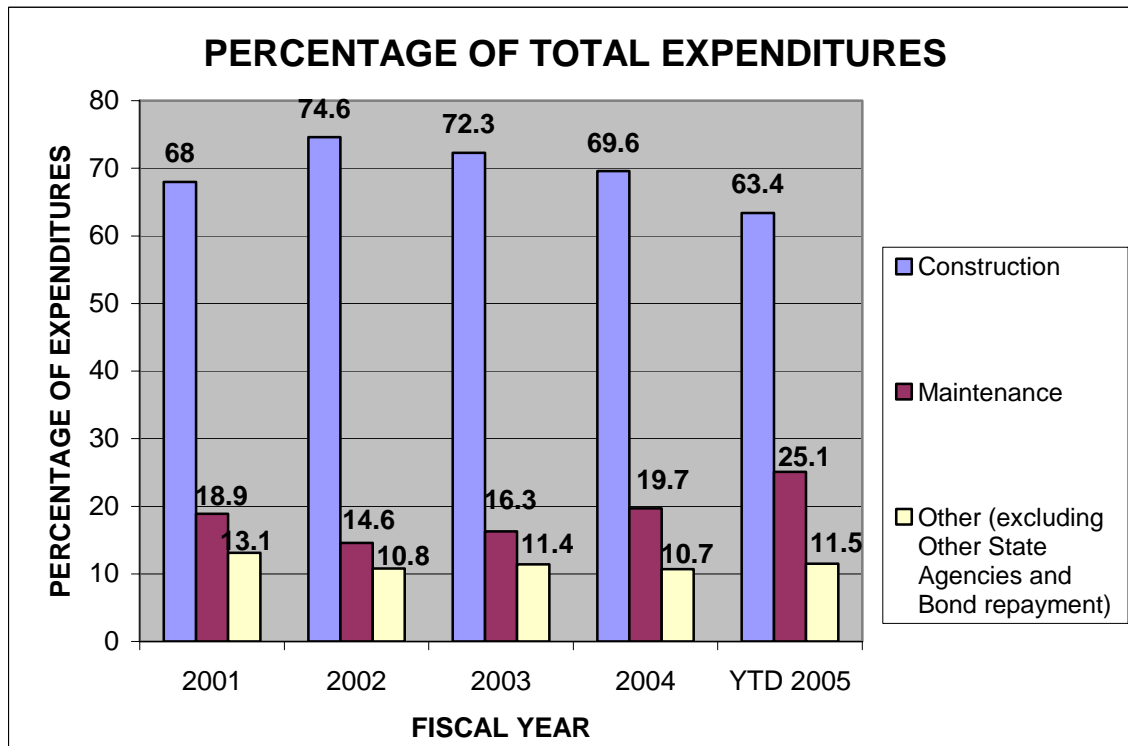
**Measurement Driver:** Jim Deresinski, Controller

**Purpose of the Measure:**

The purpose of the measure is to demonstrate a responsible use of taxpayers' money, with the emphasis of spending on the construction and maintenance of our transportation system.

**Measurement and Data Collection:**

The data collection is based on cash expenditures by appropriation. Construction and maintenance expenditures are defined as expenditures from the construction and maintenance appropriations.



**Desired Trend:**



## **Best Value For Every Dollar Spent**

*MoDOT national ranking in revenue per mile as compared to pavement condition*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Todd Grosvenor, Finance Manager

**Purpose of the Measure:**

This measure will show Missouri's national ranking in the amount of revenue available to spend on roads and bridges as compared to the pavement condition of the roadways.

**Measurement and Data Collection:**

**Measure is Under  
Development**

## Best Value For Every Dollar Spent

### *Percent of actual state highway user revenue vs. projections*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Todd Grosvenor, Finance Manager

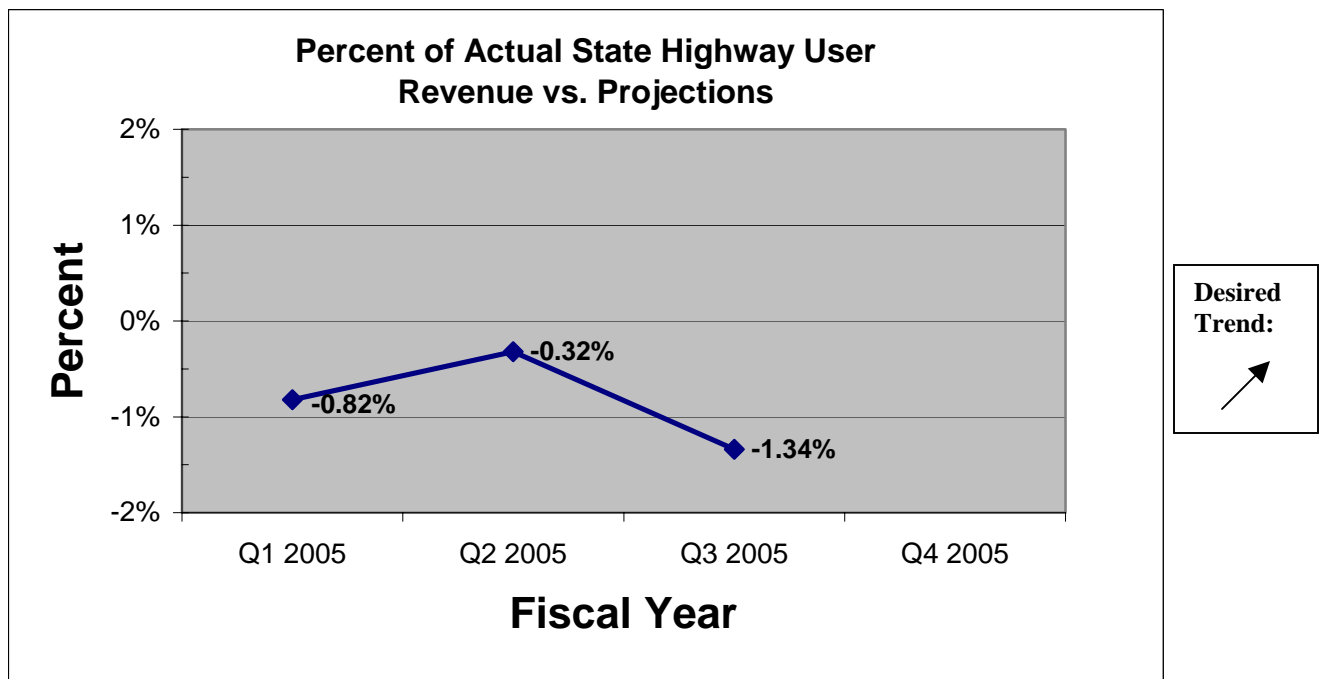
**Purpose of the Measure:**

The measure shows the precision of the state highway user revenue projections.

**Measurement and Data Collection:**

State highway user revenue includes: Motor Fuel, which are taxes collected on each gallon of motor fuel purchased; License and Fees, which are driver licenses and taxes and fees collected on motor vehicle licensing and registrations; and Sales and Use Taxes, which are taxes collected on the purchase of motor vehicles.

Projections are based on the current financial forecast. Percent is based on year-to-date revenues. The actual data is provided monthly to Resource Management by the Controller's Office.



## Best Value For Every Dollar Spent

### *Number of MoDOT employees*

**Results Driver:** Pat Goff, Director of Finance

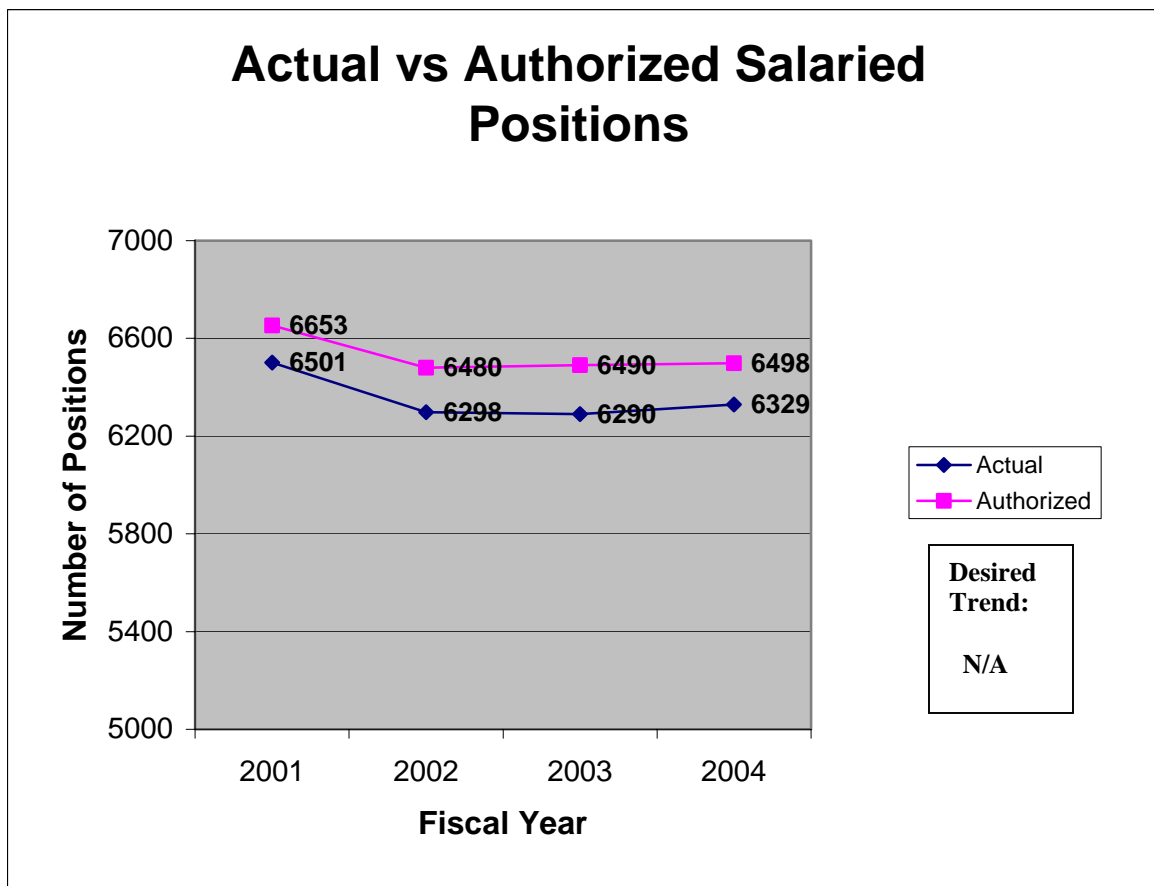
**Measurement Driver:** Micki Knudsen, Human Resources Director

**Purpose of the Measure:**

This measure tracks the growth of the department.

**Measurement and Data Collection:**

The data is collected and reported in the first quarter of each fiscal year. The data is a high level view of overall staffing at MoDOT in relation to authorized positions that could be filled.





## Best Value for Every Dollar Spent

### *Percent of work capacity based on average hours worked (regular and overtime)*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Micki Knudsen, Human Resources Director

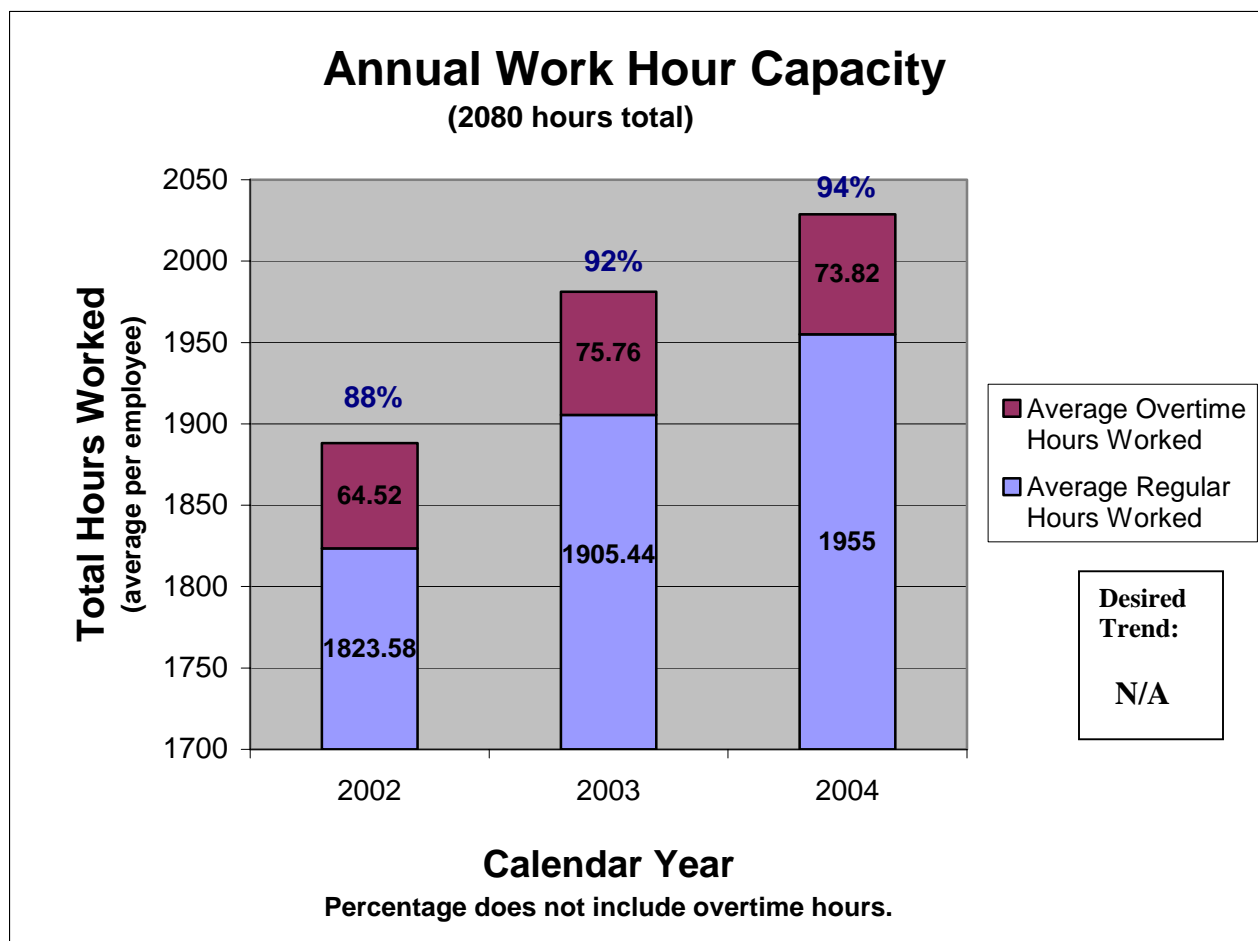
**Purpose of the Measure:**

This measure shows the how many hours the average employee works. It can assist management in determining staffing and productivity levels.

**Measurement and Data Collection:**

This measure tracks organizational work capacity based on average regular hours worked and average overtime hours worked by employees. This measure also tracks the percentage of regular hours available that are worked.

Average regular hours worked does not include seasonal or wage employees. Overtime hours does not include exempt, seasonal or wage employees. Annual leave and sick leave are held constant and are accounted for in determining the percentage of available hours worked.



## Best Value For Every Dollar Spent

### *Rate of employee turnover*

**Results Driver:** Pat Goff, Director of Finance

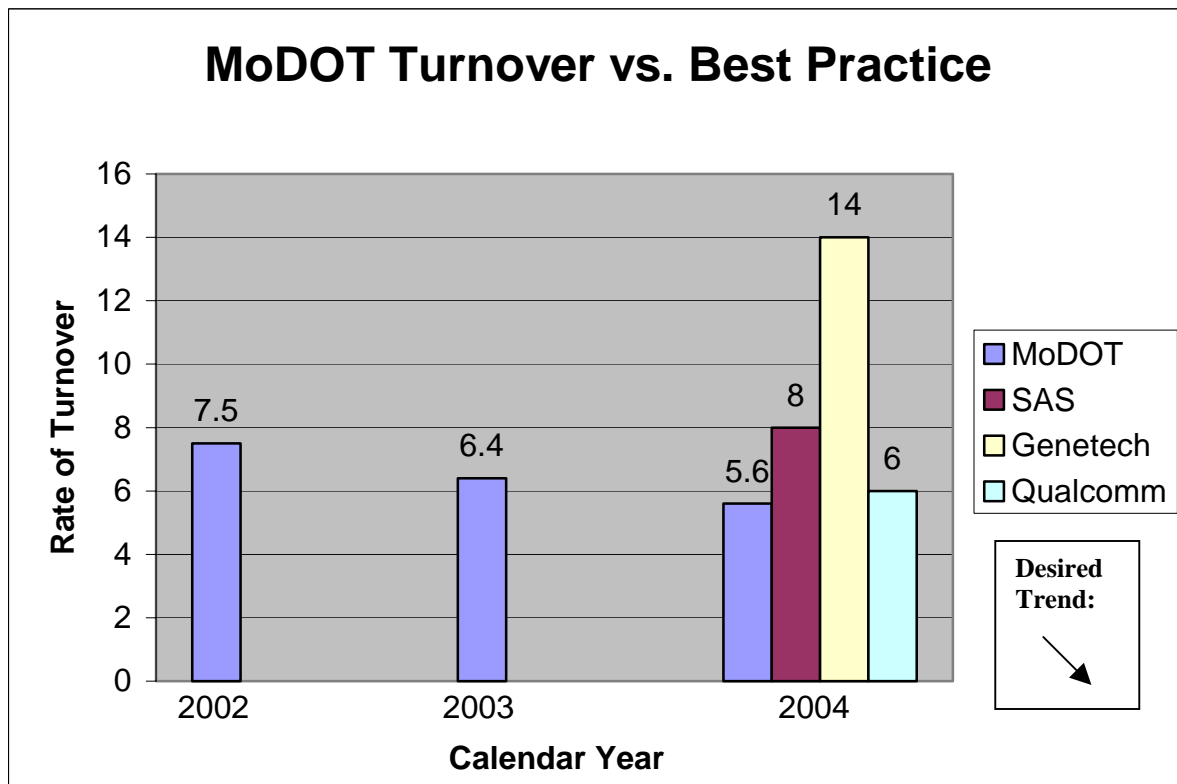
**Measurement Driver:** Micki Knudsen, Human Resources Director

**Purpose of the Measure:**

This measure tracks the percentage of employees who leave MoDOT annually in comparison to similar-sized, like organizations that are judged to be the best in terms of turnover and as the place to work.

**Measurement and Data Collection:**

The data will be collected statewide to assess employee overall turnover. Comparison data will be collected from various sources annually. SAS, Genetech and Qualcomm were selected for comparison this measurement period based on best practice turnover rates, employee friendly practices and benefits according to *Graduating Engineer*.



## Best Value For Every Dollar Spent

### *Percent of satisfied employees*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Micki Knudsen, Human Resources Director

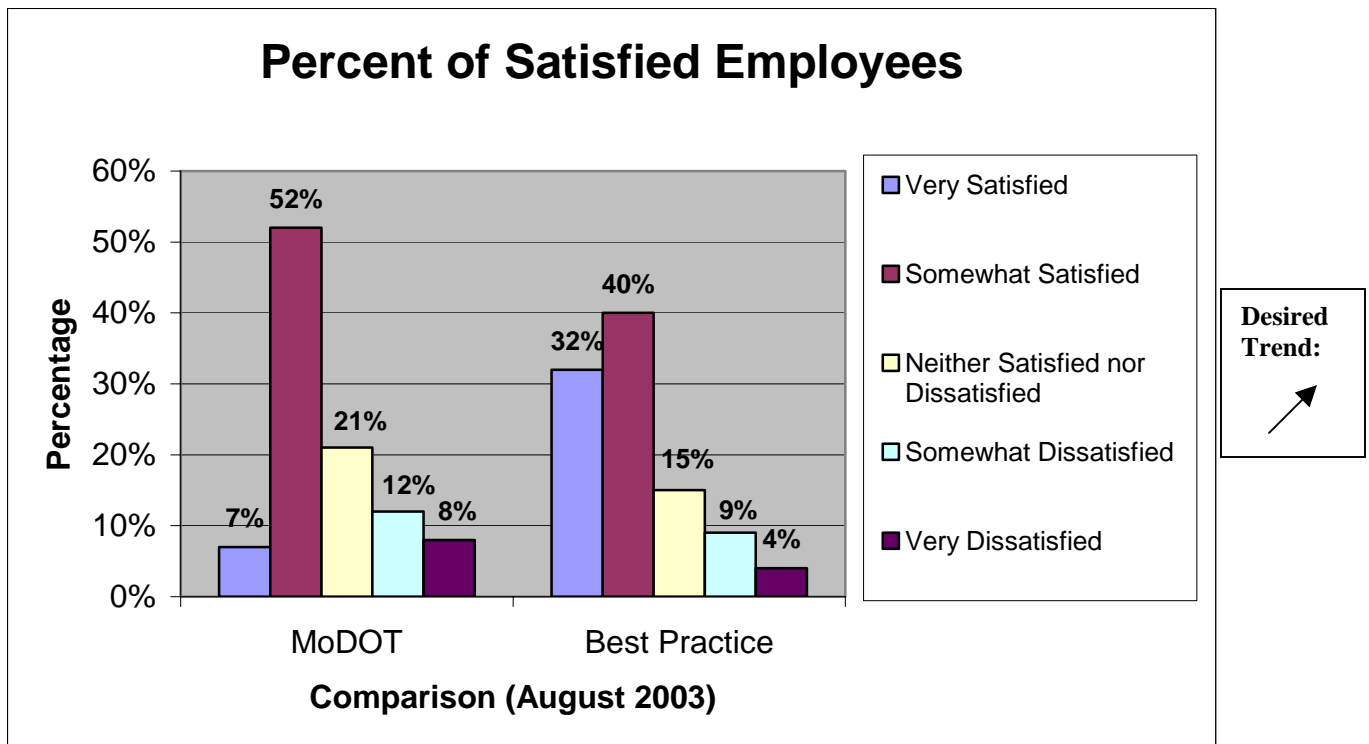
#### **Purpose of the Measure:**

This measures the level of employee satisfaction throughout the department in comparison to the organization reporting the best levels of employee satisfaction using the same survey instrument.

#### **Measurement and Data Collection:**

Employee satisfaction is measured using 18 items from an annual employee survey (Organizational Performance Survey). Comparison organization data is collected from the vendor of the OPS.

This metric will be measured again via a department wide employee survey in July 2005.



## Best Value For Every Dollar Spent

### *Number of lost work days per year*

**Results Driver:** Pat Goff, Director of Finance

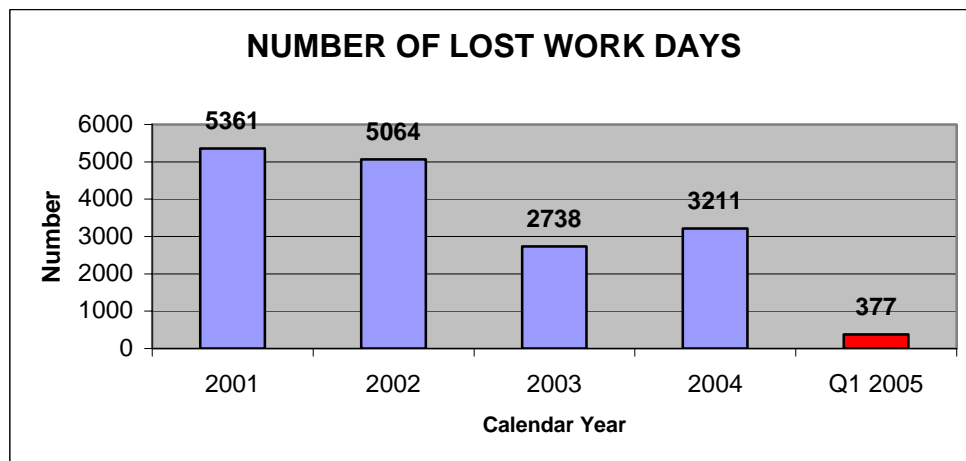
**Measurement Driver:** Beth Ring, Risk Management Director

**Purpose of the Measure:**

This measure tracks the number of days employees cannot work. Lost work days due to injuries reduce productivity and increase costs.

**Measurement and Data Collection:**

The data is tracked manually for accuracy and calculated per OSHA standards.



**Desired  
Trend:**



\*Note full calendar years are displayed in blue and quarters are displayed in red.

## Best Value For Every Dollar Spent

### *IS expenditures per salaried position*

**Results Driver:** Pat Goff, Director of Finance

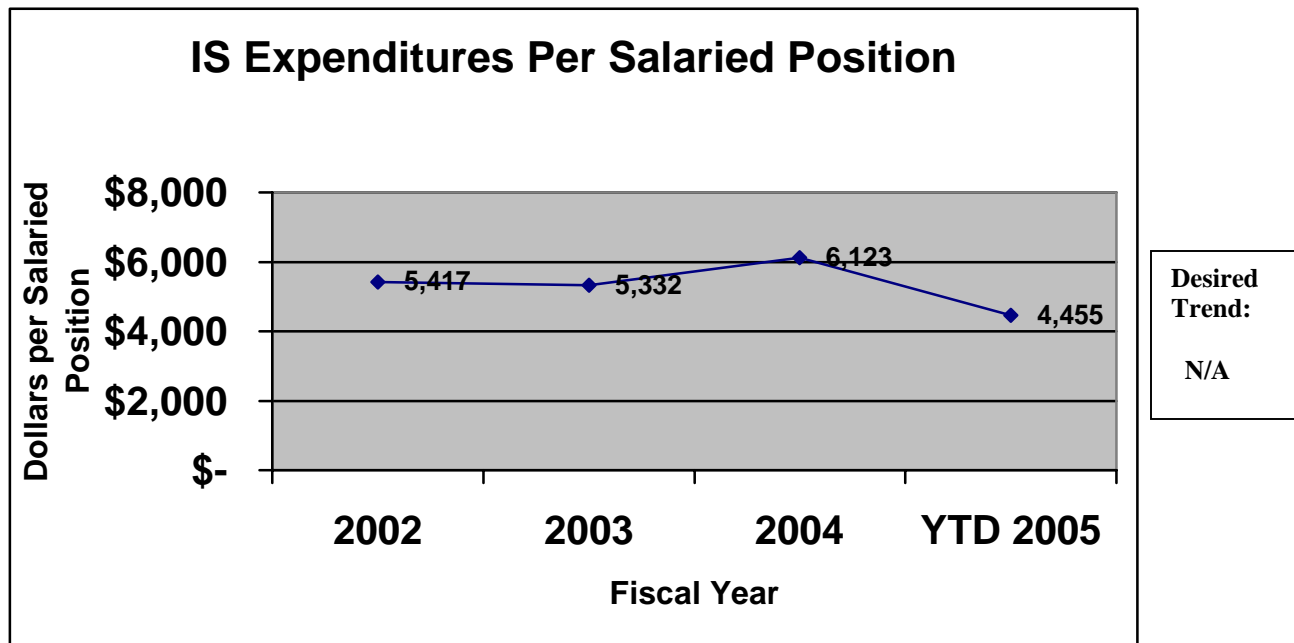
**Measurement Driver:** Debbie Rickard, Assistant Controller

**Purpose of the Measure:**

The measure tracks the cost of information systems for the department.

**Measurement and Data Collection:**

The data is collected based on expenditures recorded in the statewide financial accounting system. Expenditures include all costs associated with District and Central Office IS divisions. Not included are the employer's share of Social Security/Medicare taxes or state match for deferred compensation. Also excluded are telecommunications charges for the entire department. Expenditures classified as the following by divisions other than IS divisions: information technology supplies, information technology outsourcing, information technology consulting and services, computer hardware & software maintenance services, computer equipment and software.



## Best Value For Every Dollar Spent

### *Fleet expenditures per salaried position*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Debbie Rickard, Assistant Controller

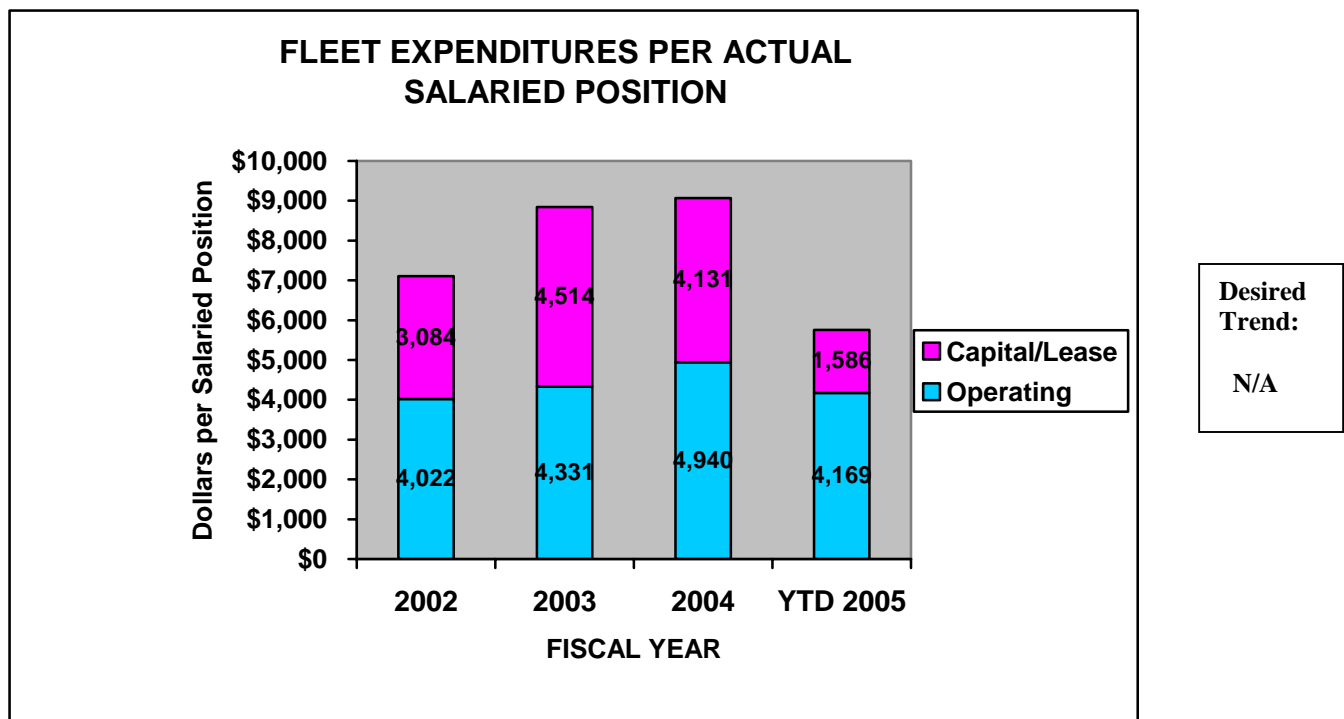
**Purpose of the Measure:**

The measure tracks the cost of the department's fleet equipment.

**Measurement and Data Collection:**

The data is collected based on expenditures and expenses recorded in the statewide financial accounting system.

Fleet is defined as equipment (motorized and non-motorized) identified by the department with a fleet number. All expenditures and inventory usage have been included if a job number associated to the equipment (fleet number) was identified with the expenditure. Expenditures charged to the following have been included: capital leases, operating leases, and purchase of fleet assets. Expenditures do not include the employer's share of Social Security/Medicare taxes and the department's match for deferred compensation.



## Best Value For Every Dollar Spent

### *Building expenditures per salaried position*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Debbie Rickard, Assistant Controller

**Purpose of the Measure:**

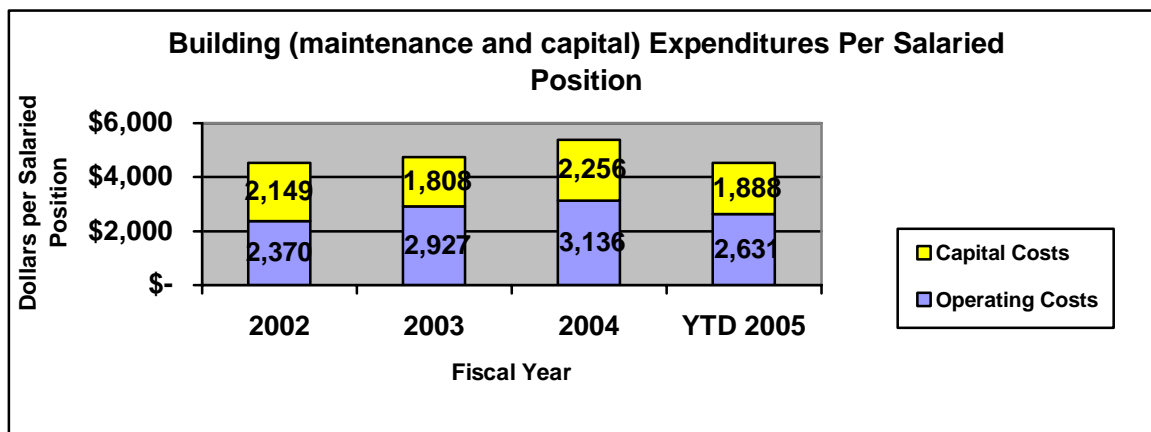
The measure tracks the cost of operating department buildings and department building capital improvements.

**Measurement and Data Collection:**

The data is collected based on expenditures recorded in the statewide financial accounting system. The following expenditures are included in the analysis:

Included are the cost of labor, benefits, and materials for central office facilities management and facilities maintenance divisions. It does not include the employer's share of Social Security / Medicare taxes and the department's match for deferred compensation. Operating expenditures, including repair supplies, custodial supplies, janitor and other services, repair services, building and storage leases, and utilities have been included in the data where a building job number has been assigned. Labor by department employees charged to a building job number is not included unless the employee is assigned to the facilities management and facilities maintenance sections of central office.

Expenditures for capital projects are costs charged to a construction project.



**Desired Trend:**

N/A

## Best Value For Every Dollar Spent

### *Building expenditures per square foot of occupied space*

**Results Driver:** Pat Goff, Director of Finance

**Measurement Driver:** Debbie Rickard, Assistant Controller

**Purpose of the Measure:**

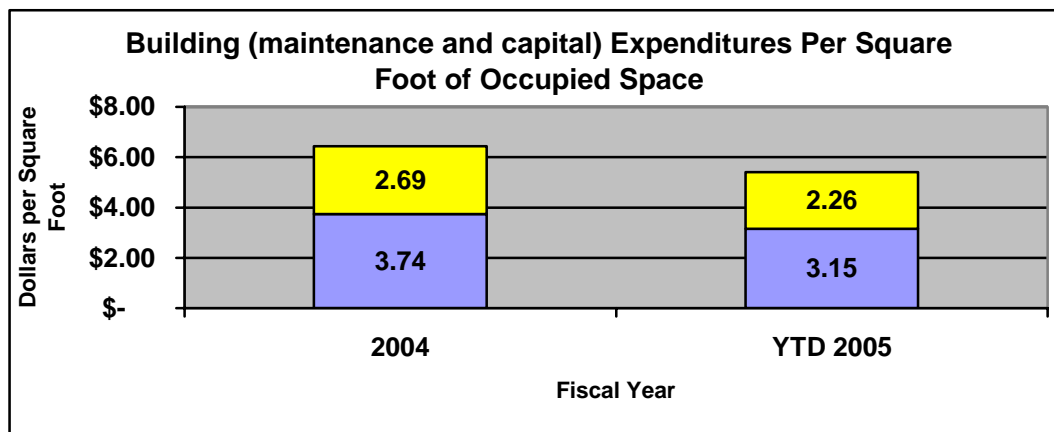
The measure tracks the cost of operating buildings for the department.

**Measurement and Data Collection:**

The data is collected based on expenditures recorded in the statewide financial accounting system. The following expenditures are included in the analysis:

Included are the cost of labor, benefits, and materials for central office facilities management and facilities maintenance divisions. It does not include the employer's share of Social Security / Medicare taxes and the department's match for deferred compensation. Operating expenditures, including repair supplies, custodial supplies, janitor and other services, repair services, building and storage leases, and utilities have been included in the data where a building job number has been assigned. Labor by department employees charged to a building job number is not included unless the employee is assigned to the facilities management and facilities maintenance sections of central office. Square footage includes all buildings, including leased buildings where the department is responsible for utilities.

Expenditures for capital projects are costs charged to a construction project.



**Desired Trend:**

N/A



## Best Value For Every Dollar Spent

### *Utility expenditures per square foot of occupied space*

**Results Driver:** Pat Goff, Director of Finance

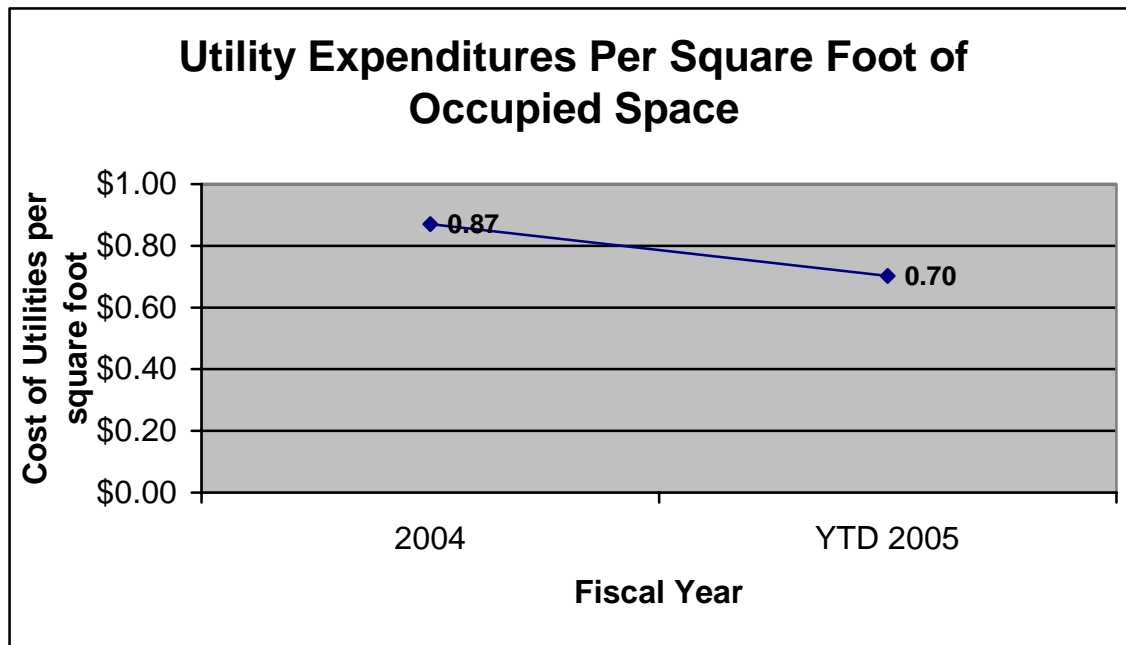
**Measurement Driver:** Debbie Rickard, Assistant Controller

**Purpose of the Measure:**

The measure tracks the department's utility costs for occupied buildings.

**Measurement and Data Collection:**

The data is collected based on expenditures recorded in the statewide financial accounting system. Expenditures classified as: electricity (excluding roadways, lighting and signal), natural gas, propane (excluding employee travel), water and sewage, fuel oil, and other fuel and utilities, are included in the data. Square footage includes all buildings, including leased buildings where the department is responsible for utilities. The buildings may contain material, equipment, people or any combination. Occupied square footage includes all buildings, including leased buildings, where the department is responsible for utilities. The buildings may contain material, equipment, people or any combination.



**Desired Trend:**

N/A

## Best Value For Every Dollar Spent

### *Dollars expended on non-design related consultants*

**Results Driver:** Pat Goff, Director of Finance

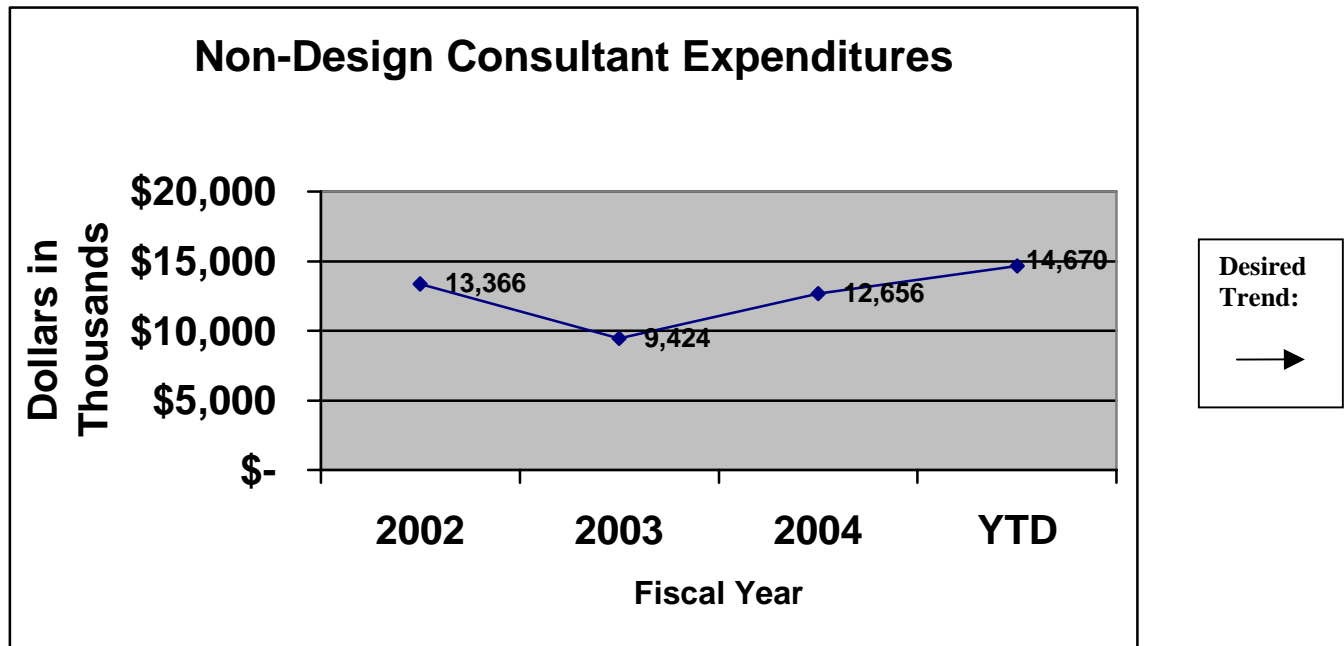
**Measurement Driver:** Debbie Rickard, Assistant Controller

**Purpose of the Measure:**

The measure tracks the department's use of non-design consultants.

**Measurement and Data Collection:**

The data is collected based on expenditures recorded in the statewide financial accounting system. The data includes expenditures for professional services and computer information services.



## Best Value For Every Dollar Spent

### *Percent of vendor invoices paid on time*

**Results Driver:** Pat Goff, Director of Finance

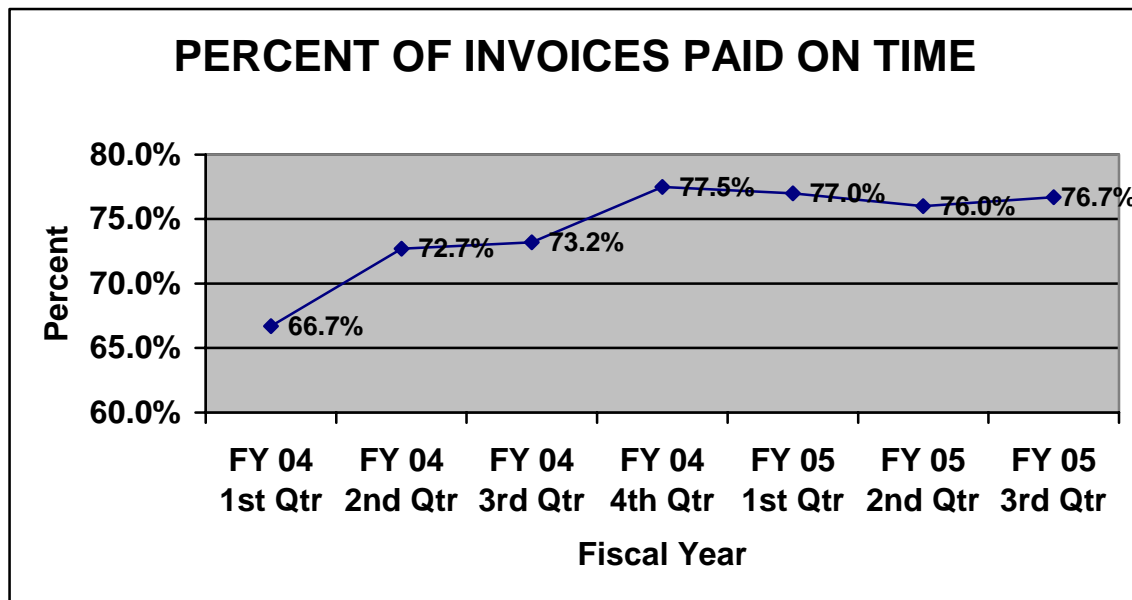
**Measurement Driver:** Debbie Rickard, Assistant Controller

**Purpose of the Measure:**

This measure tracks the department's timeliness in processing vendor payments.

**Measurement and Data Collection:**

The data is based on check date and the date of service or receipt of goods. The number of days between the date of service or receipt of goods and check date determines if an invoice is paid timely. Timely is defined as a check issued less than 31 days from the date of service or receipt of goods.



Desired  
Trend:





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# Attractive Roadsides

*Tangible Result Driver – Don Hillis,  
Director of Operations*

An enjoyable transportation experience includes more than a smooth surface – motorists expect to see roadsides free of litter and debris, well-managed and maintained grass and other vegetation and other attractive enhancements. MoDOT works to meet and exceed expectations for roadsides. Beautiful roadsides are visible proof that MoDOT takes pride in everything it does.



## Attractive Roadsides

*Number of hours of litter pickup by MoDOT staff and incarcerated crews*

**Results Driver:** Don Hillis, Director of Operations

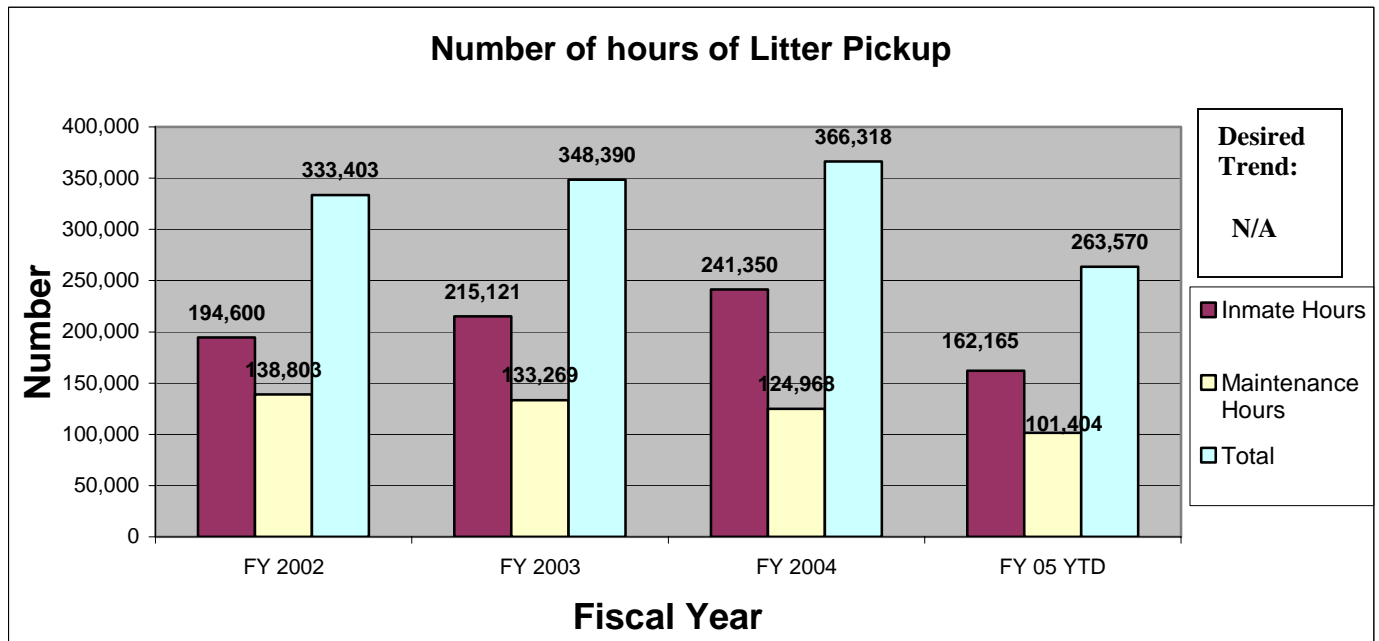
**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

**Purpose of the Measure:**

This measure tracks how much time and effort is spent picking up litter.

**Measurement and Data Collection:**

MoDOT labor hours spent on this function are already tracked. The time spent on this activity by incarcerated personnel is only captured by the amount of time spent by the MoDOT employee responsible for overseeing their efforts. For data points, we used the average number of inmates per inmate leader times the number of hours devoted to litter removal.



## Attractive Roadsides

### *Number of miles in Adopt-A-Highway program*

**Results Driver:** Don Hillis, Director of Operations

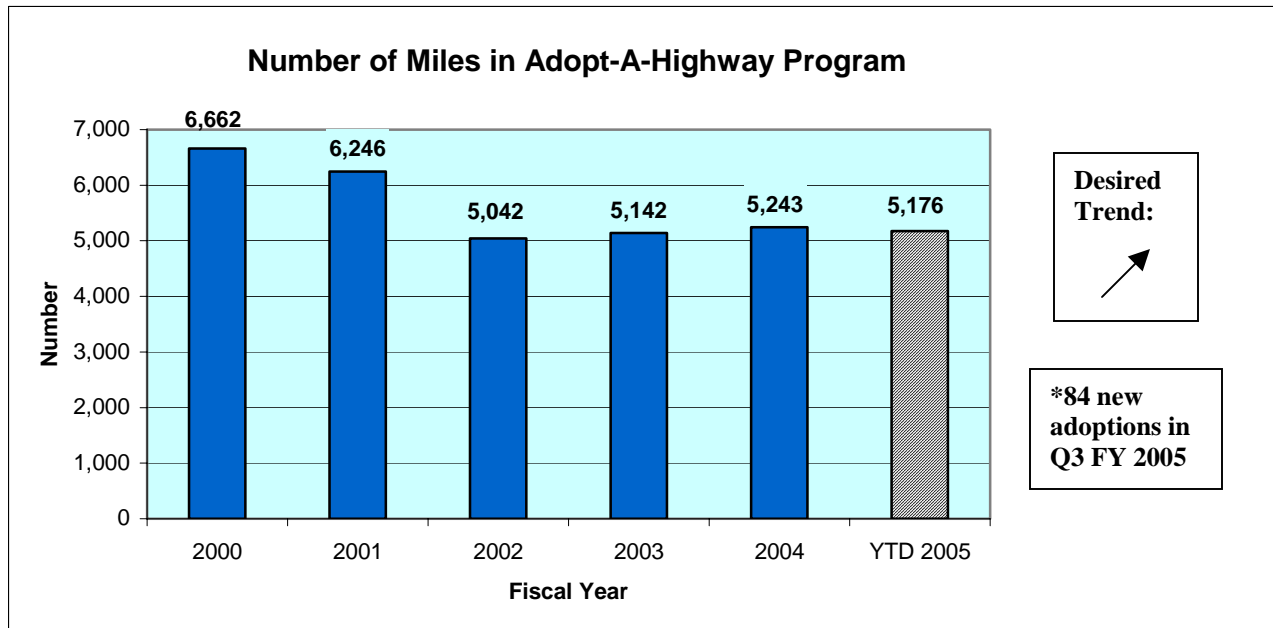
**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

**Purpose of the Measure:**

This measure tracks public involvement in taking care of Missouri's roadsides through the Adopt-A-Highway program. Adopters agree to pick up litter on a designated section of roadway a minimum of four times a year. The volunteers' efforts allow them to learn some of the challenges MoDOT faces, while maintenance crews do more critical activities.

**Measurement and Data Collection:**

Urban adoptions are for a minimum of one-half mile and rural adoptions are for at least two miles. Miles are measured by the centerline, however the volunteers are responsible for both sides of the roadway. Adopters sign a 3-year agreement when they join the program. Adopter-related information is maintained in an Adopt-A-Highway database using the Transportation Management System.



## Attractive Roadsides

### *Number of acres mowed*

**Results Driver:** Don Hillis, Director of Operations

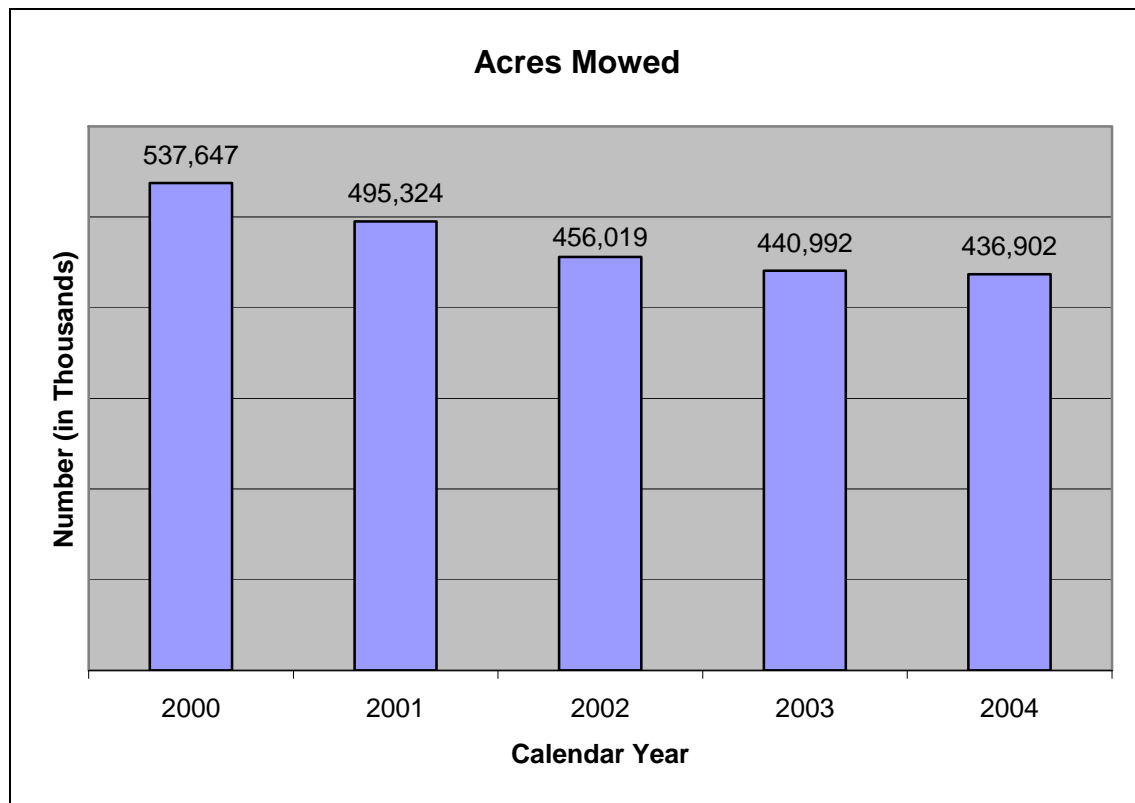
**Measurement Driver:** Stacy Armstrong, Roadside Management Supervisor

#### **Purpose of the Measure:**

This measure tracks the number of roadside acres mowed. Tracking the number of acres mowed will allow the department to monitor the methods of managing Missouri roadsides and adjust methods as needed. The roadsides begin at the edge of the pavement and can vary in width from 30 feet to 300 feet or more depending on the location.

#### **Measurement and Data Collection:**

Currently, the number of acres mowed by the district maintenance crews is estimated and recorded in the crew reports. Mowing is usually done April through October. Statewide reports can be prepared from the crew reports. This measure does not include acres mowed by contract.



**Desired  
Trend:**



**Data does not include acres mowed under contract.**



## Attractive Roadsides

*Percent of roadsides that our customers feel are attractive*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will track the percent of MoDOT's roadway system (major and minor) that meet our customers' expectation of attractive.

**Measurement and Data Collection:**

To date, a list of roadside quality attributes have been developed and approved based on an industry-wide literature review. The attributes selected for this measure will be used to develop a quality assurance checklist for roadside attractiveness. Data collection for this measure will be based on seasonal work activity related to roadsides. A sampling design will be developed to provide data to reflect roadside attractiveness statewide and will be collected annually. MoDOT Maintenance will collect this data. Data collection will begin Summer 2005.

**Measure is Under  
Development**

## Attractive Roadsides

*Percent of mowing along roadsides that meet our customers' expectation*

**Results Driver:** Don Hillis, Director of Operations

**Measurement Driver:** Jim Carney, State Maintenance Engineer

**Purpose of the Measure:**

This measure will track the percent of MoDOT's roadway system (major and minor) that meet our customers' expectations of roadside mowing. The results could be used to determine if the current mowing policy and guidelines are appropriate or need to be changed.

**Measurement and Data Collection:**

To date, a list of roadside attributes reflecting mowing activity have been developed and approved based on an industry-wide literature review. The attributes selected for this measure will be used to develop a quality assurance checklist for roadside mowing and appearance. Data collection for this measure will be based on seasonal work activity related to mowing. A sampling design will be developed to provide data to reflect roadside mowing statewide and will be collected annually. MoDOT Maintenance will collect this data. Data collection will begin Summer 2005.

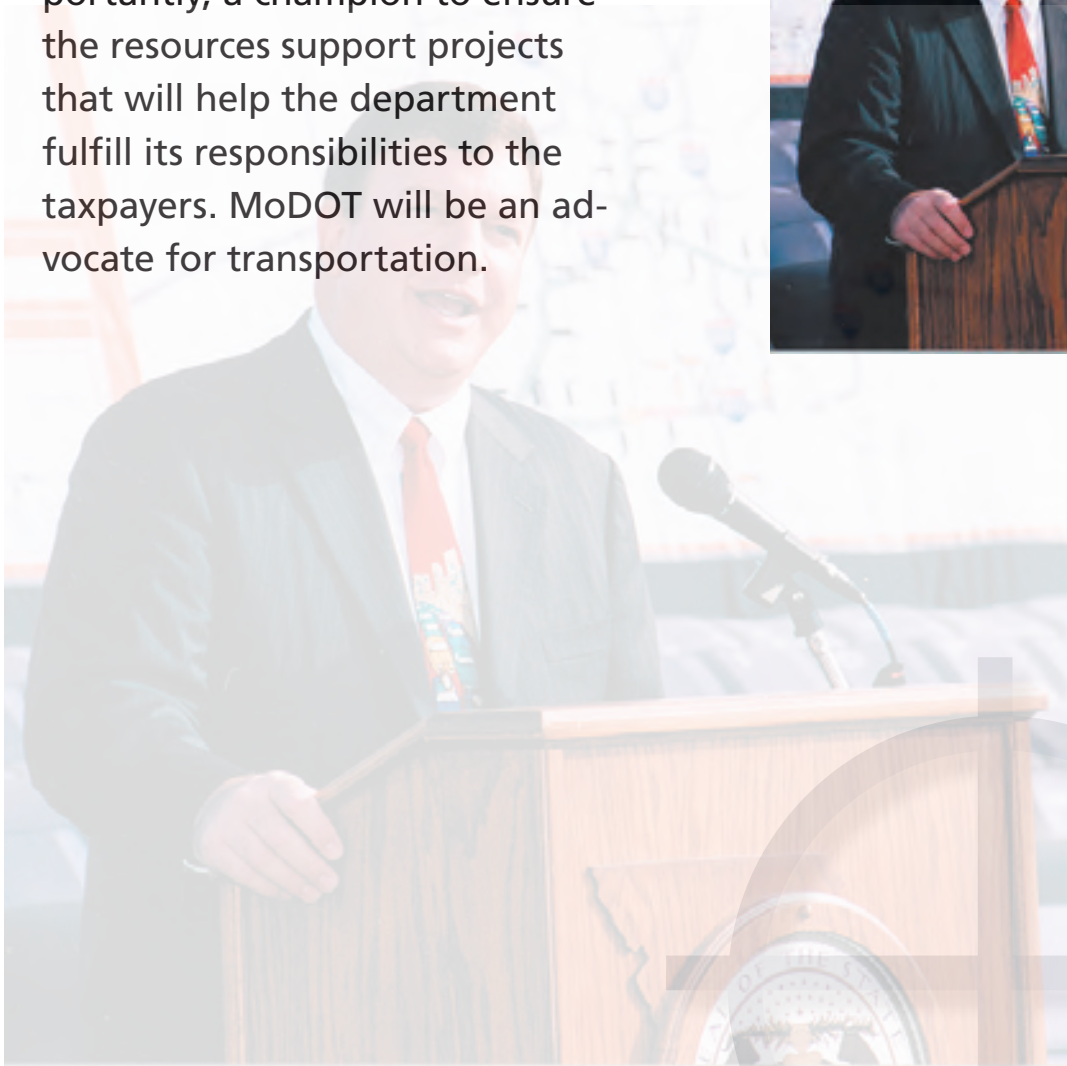
**Measure is Under  
Development**

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# Advocate for Transportation Issues

*Tangible Result Driver – Pete Rahn,  
Director of MoDOT*

Transportation issues can be extremely diverse and complex. An efficient transportation system requires leadership and, most importantly, a champion to ensure the resources support projects that will help the department fulfill its responsibilities to the taxpayers. MoDOT will be an advocate for transportation.



## Advocate for Transportation Issues

### *Percent of minorities and females employed*

**Results Driver:** Pete Rahn, Director of MoDOT

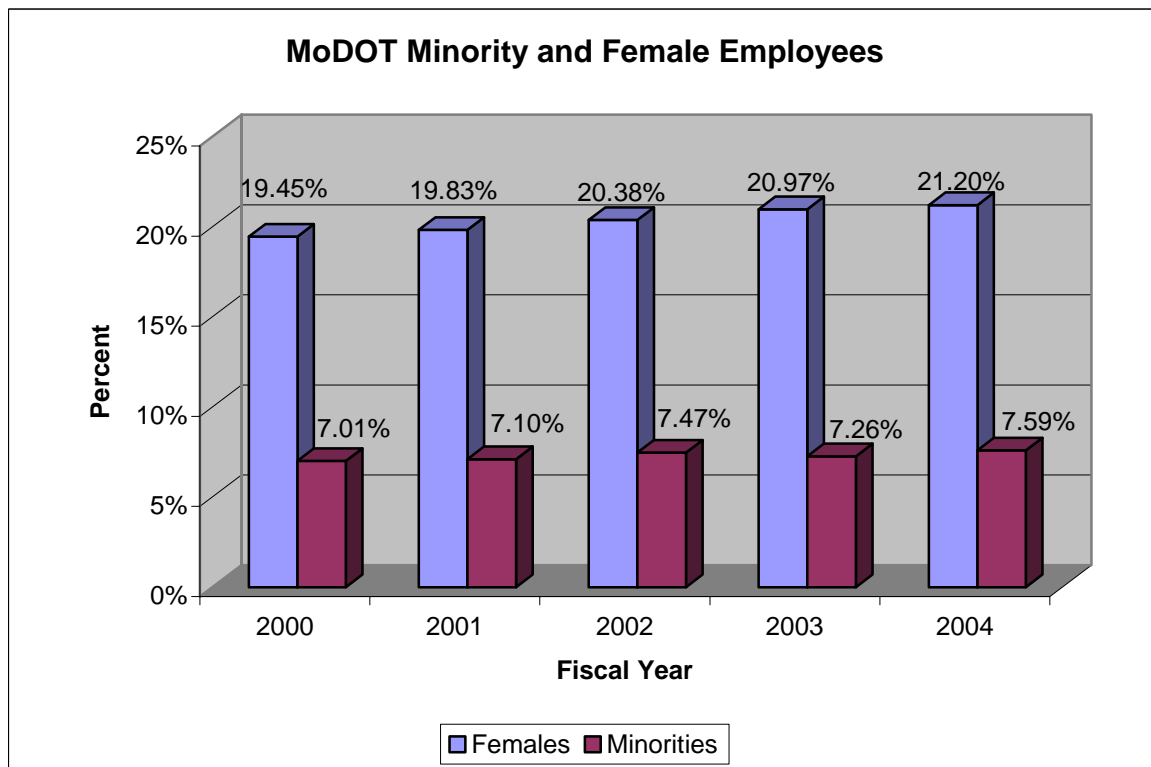
**Measurement Driver:** Brenda Treadwell-Martin, Equal Opportunity Director

#### **Purpose of the Measure:**

This measure tracks minority and female employment in MoDOT's workforce. Efficient use of people resources provides opportunities for the department to leverage transportation resources to available human capital. By placing the right people in the right place, the department can better serve its customers and help fulfill its responsibilities to the taxpayers.

#### **Measurement and Data Collection:**

The data is collected from the Affirmative Action software database and reported annually by fiscal year.



**Desired  
Trend:**



## Advocate For Transportation Issues

### *Percent of transportation-related pieces of legislation directly impacted by MoDOT*

**Results Driver:** Pete Rahn, Director of MoDOT

**Measurement Driver:** Pam Harlan, Senior Governmental Affairs Specialist

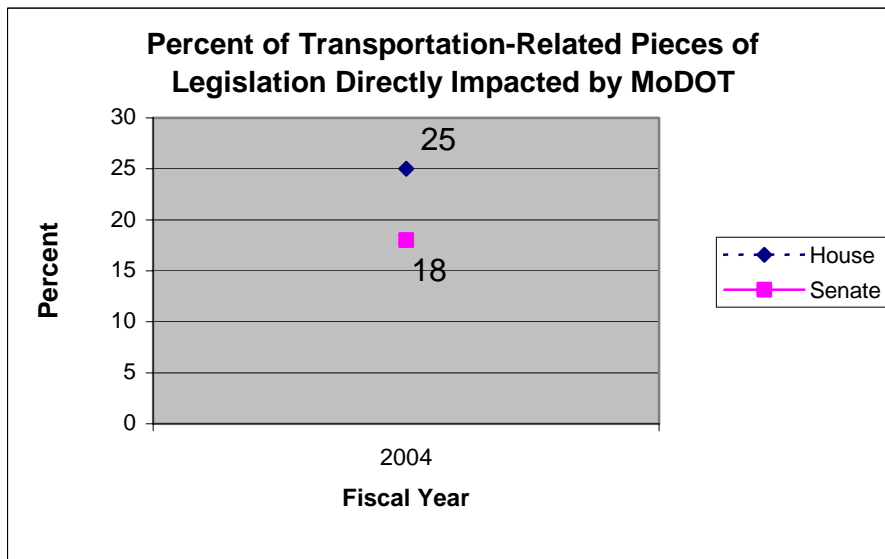
#### **Purpose of the Measure:**

The purpose is to measure the department's success at being an advocate for transportation issues with the state legislature. This measure tracks the total number of transportation-related bills that directly impact the department as well as the department's progress on its own legislative agenda.

#### **Measurement and Data Collection:**

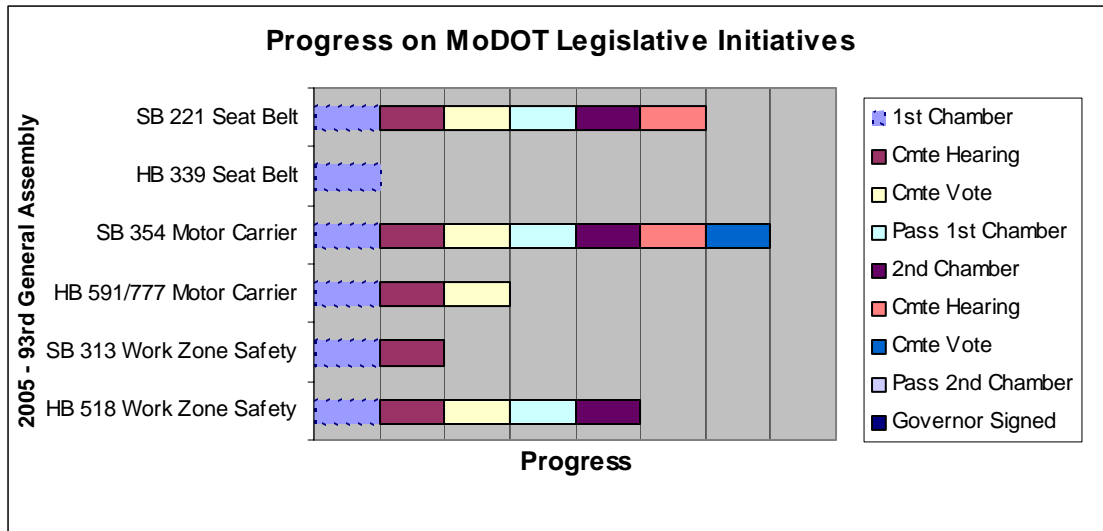
Data collection for the transportation-related bills that directly impact the department is obtained by reviewing all of the subject categories on both the Senate and the House Web sites for legislation. The total number of bills in each category list is used to determine which bills are reviewed for department impact. An average percentage is determined from the total number of bills in each category with the total number of bills that the department impacted in each category.

Every fall, potential legislative proposals are submitted to the MHTC for their review and approval. Once those proposals are approved by the MHTC, Governmental Affairs can then begin tracking them through the legislative process starting in December when pre-filing begins. This tracks each approved proposal through the legislative process.



**Desired Trend:**





**Desired  
Trend:**

**N/A**

## Advocate For Transportation Issues

*Percent of federal transportation legislation issues enacted each year that are either a benefit or detriment to Missouri.*

**Results Driver:** Pete Rahn, Director of MoDOT

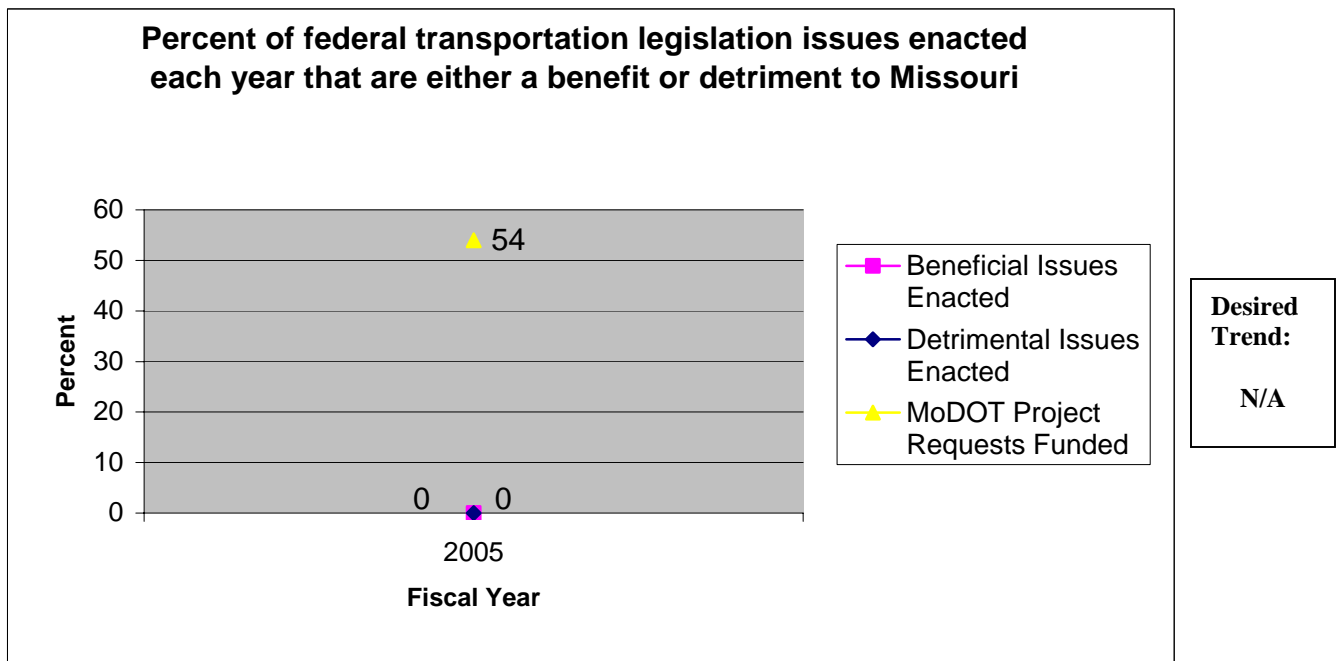
**Measurement Driver:** Kent Van Landuyt, Planning Liaison

### **Purpose of the Measure:**

The support of transportation on a national level is demonstrated by the impact of federal legislation on Missouri's ability to address transportation needs. The identification of beneficial and detrimental federal legislation will give the department the ability to measure its success in pursuit of issues with our Congressional delegation and national associations seeking to improve the national transportation system.

### **Measurement and Data Collection:**

The data is gathered to demonstrate three items. The first is the percent of projects requests that receive annual allocations. Second, the number of Missouri policy issues met in the federal transportation reauthorization act. Third, the number of federal policies enacted in the federal transportation act that are beneficial or detrimental to Missouri. New data will not be available until Congress passes the next Transportation Reauthorization bill. The current draft bill has been under review for 2.5 years.



## Advocate For Transportation Issues

*Percent of customers who view MoDOT as Missouri's transportation expert*

**Results Driver:** Pete Rahn, Director of MoDOT

**Measurement Driver:** Jay Wunderlich, Governmental Affairs Director

**Purpose of the Measure:**

This measure will track whether our customers feel the department is a leader and expert in transportation issues.

**Measurement and Data Collection:**

The data is being collected in conjunction with the Missouri Advance Planning initiative. Data collection is scheduled to begin by June 1, 2005 for reporting in the July 2005 Tracker.

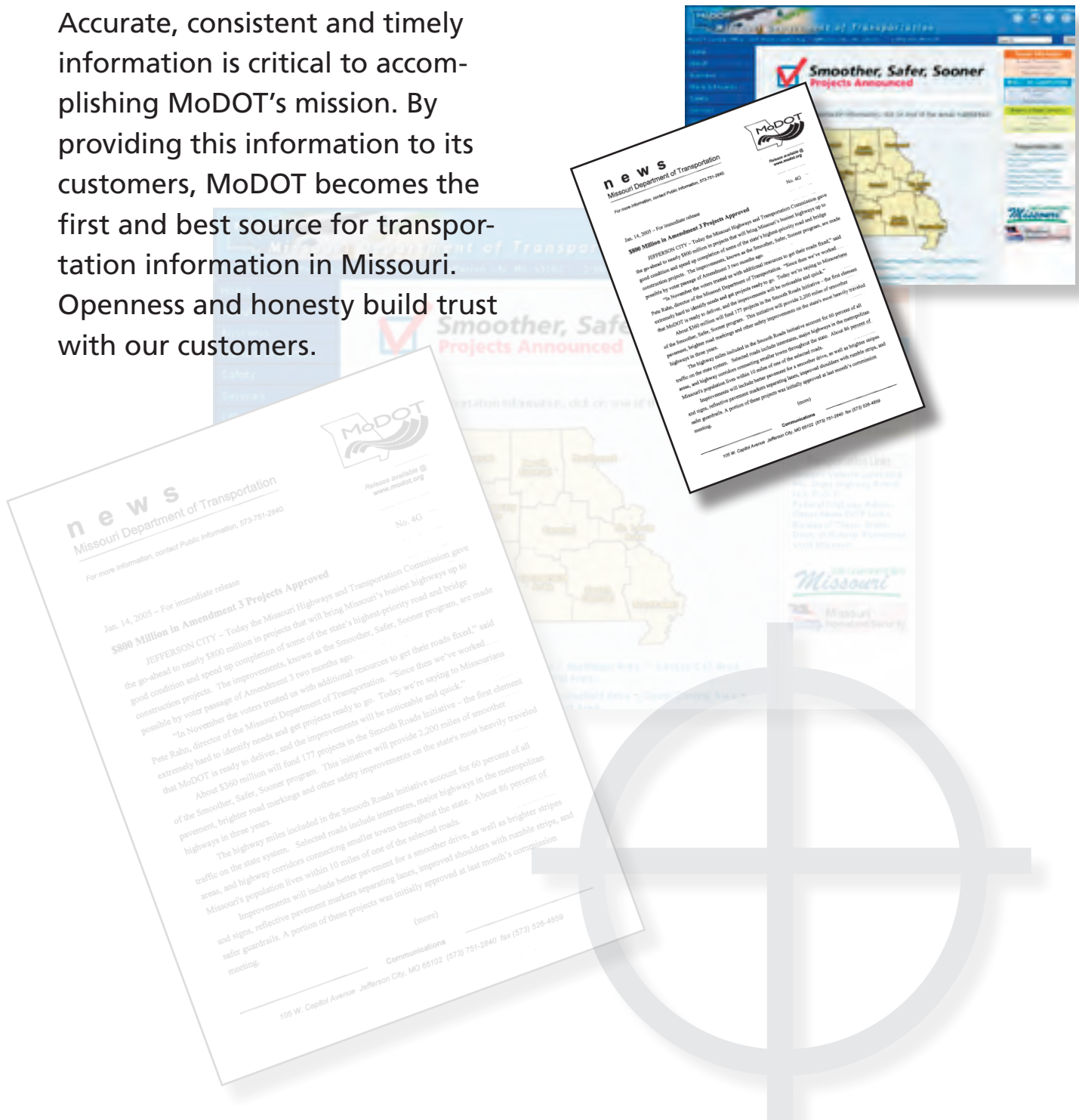
**Measure is Under  
Development**



# Accurate, Timely, Understandable and Proactive Transportation Information (Outbound)

*Tangible Result Driver – Jay Wunderlich,  
Governmental Affairs Director*

Accurate, consistent and timely information is critical to accomplishing MoDOT's mission. By providing this information to its customers, MoDOT becomes the first and best source for transportation information in Missouri. Openness and honesty build trust with our customers.



## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

### ***Number of public appearances***

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track and encourage regular, personal contact with our customers.

**Measurement and Data Collection:**

District Public Information managers are collecting appearance information from their administrators and will send it to Central Office Public Information & Outreach where it will be combined with similar CO data from divisions and business offices to create a statewide report. Data collection began April 1, 2005 and results will be reported in the July 2005 Tracker.

**Measure is Under  
Development**

## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

*Percent of customers who feel MoDOT provides timely information*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track whether customers are comfortable with MoDOT's proactive efforts to provide information they need and use.

**Measurement and Data Collection:**

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

*Percent of customers who feel MoDOT provides accurate information*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will track whether adjustments need to be made in the content or delivery of information.

**Measurement and Data Collection:**

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

*Percent of customers who feel MoDOT provides understandable information*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** DeAnne Bonnot, Public Information Coordinator

**Purpose of the Measure:**

This measure will indicate if customers were able to comprehend MoDOT's many proactive, outbound communications.

**Measurement and Data Collection:**

Data will be collected in conjunction with the Missouri Advance Planning initiative. Data collection will begin June 1, 2005 for reporting in the July 2005 Tracker.

**Measure is Under  
Development**

## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

*Number of contacts initiated by MoDOT to media*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Jeff Briggs, Public Information Coordinator

**Purpose of the Measure:**

This measure will track how well MoDOT's staff is "reaching out" to reporters to tell them about the good work MoDOT does.

**Measurement and Data Collection:**

All contacts (news releases, e-mail, phone, correspondence, etc.) initiated by MoDOT staff will be included. Central Office Public Information will collect quarterly results, including submissions from districts. Data collection begins April 1, 2005, with results included in the July 2005 Tracker.

**Measure is Under  
Development**

## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

*Percent of MoDOT information that meets the media's expectations*

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Jeff Briggs, Public Information Coordinator

**Purpose of the Measure:**

This measure will track how MoDOT is meeting the media's needs by providing appropriate information.

**Measurement and Data Collection:**

Public Information staff will determine media expectations criteria (timely, accurate, understandable, etc.) Staff will use these criteria to survey media representatives. Data collection begins June 1, 2005, with results included in the October 2005 Tracker.

**Measure is Under  
Development**

## **Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)**

### ***Percent of positive versus negative editorials***

**Results Driver:** Jay Wunderlich, Governmental Affairs Director

**Measurement Driver:** Jeff Briggs, Public Information Coordinator

**Purpose of the Measure:**

This measure will track how MoDOT is being perceived by media, and by extension the public.

**Measurement and Data Collection:**

Using the newspaper clips database, Central Office Public Information staff will review statewide newspaper editorials and determine whether they're positive, neutral or negative. Results will be charted quarterly. Data collection begins April 1, 2005, with results included in the July 2005 Tracker.

**Measure is Under  
Development**



## Accurate, Timely, Understandable & Proactive Transportation Information (Outbound)

### *Number of repeat visitors to MoDOT's web site*

**Results Driver:** James Wunderlich, Governmental Affairs Director

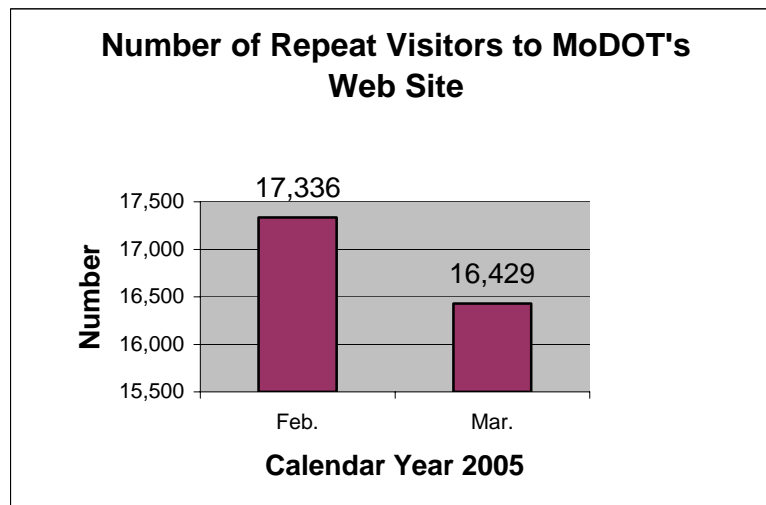
**Measurement Driver:** Matt Hiebert, Public Information Coordinator

**Purpose of the Measure:**

This measure tracks the number of customers who have used MoDOT's website. The data is invaluable for determining web site content and presentation. The data is used to restructure the site, delete pages that are never visited, add pages to areas that are lacking and in general make the site more useful to the public, contractors, media, legislators, employees and anyone else coming to *www.modot.org*.

**Measurement and Data Collection:**

Data is gathered using Web Trends software. Web Trends measures site activity and produces reports in graphic and tabular formats.



**Desired  
Trend:**

